

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	2 0	1 0	3 0
		Chad Fowers	0 0	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	12 1	0 0	13 1
		Dustin Crump	0 0	0 0	7 1	0 0	7 1
		Ken Ainge	0 0	0 0	6 1	0 0	6 1
		Martin Gonzalez	0 0	0 0	8 8	0 0	8 8
		None	0 0	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	0 0	6 1	0 0	6 1
		Tony Larsen	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	1 0	45 12	1 0	47 12
	Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - APEX	Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	0 0	1 1	0 0	1 1
		Robert Love	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Application Support - CUBS	Rick Kowalczyk	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - IVR	Clay Peacock	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - Single Signon	Lori Newren	0	0	1	0	1
			0	0	1	0	1
	Assigned to Individual Total		0	0	1	0	1
			0	0	1	0	1
	Application Support - Thin Client	Janis Race-Bigelow	0	0	4	0	4
			0	0	0	0	0
	Assigned to Individual Total		0	0	4	0	4
			0	0	0	0	0
	Application Support - UWORKS	Eric Strong	0	0	9	0	9
			0	0	0	0	0
		Jeff Pryor	0	0	12	0	12
			0	0	0	0	0
	Assigned to Individual Total		0	0	33	0	33
			0	0	0	0	0
	Application Support - Web Dev	Dave Clark	0	0	2	0	2
			0	0	0	0	0
		Justin Miller	0	0	1	0	1
			0	0	0	0	0
	Assigned to Individual Total		0	0	3	0	3
			0	0	0	0	0
	Enterprise Security	Bobette Phillips	0	0	1	0	1
			0	0	1	0	1
	Assigned to Individual Total		0	0	2	0	2
			0	0	0	0	0
	Assigned to Individual Total		0	0	3	0	3
			0	0	1	0	1

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Help Desk	Brenda Treadway	0	0	15	0	15
			0	0	15	0	15
		Eileen Dubach	0	0	16	0	16
			0	0	16	0	16
		James Stearns	0	0	13	0	13
			0	0	13	0	13
		Julie VanBeekum	0	0	5	0	5
			0	0	5	0	5
	Metro A Desktop Support	Sarah Johnson	0	0	2	0	2
			0	0	0	0	0
		Vicky Marrelli	0	0	11	0	11
			0	0	11	0	11
		<b>Assigned to Individual Total</b>	0	0	62	0	62
			0	0	60	0	60
		Adam Staks	0	0	34	0	34
			0	0	1	0	1
	Metro A Desktop Support	Austin Schultz	0	0	3	0	3
			0	0	0	0	0
		Eric A Sedgwick	0	0	24	0	24
			0	0	3	0	3
		James Kammeyer	0	0	1	0	1
			0	0	0	0	0
		Michael Barth	0	0	34	0	34
			0	0	2	0	2
	Metro A Desktop Support	Mike Beynon	0	0	8	0	8
			0	0	0	0	0
	Metro A Desktop Support	Robert Wall	0	0	24	0	24
			0	0	1	0	1

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Rodney Austin	0	0	1	0	1
			0	0	1	0	1
		Tracy VanderVaart	0	0	25	0	25
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	154	0	154
			0	0	9	0	9
	Metro A Help Desk	Ed Conrad	0	0	232	0	232
			0	0	188	0	188
		Edward Fortner	0	0	171	0	171
			0	0	164	0	164
		Liz Evans	0	0	211	0	211
			0	0	151	0	151
		<b>Assigned to Individual Total</b>	0	0	614	0	614
			0	0	503	0	503
	Metro A Hosting	Keith Scholl	0	0	2	0	2
			0	0	0	0	0
		Thomas P Jones	0	0	5	0	5
			0	0	0	0	0
		Timothy Gendorf	0	0	1	0	1
			0	0	0	0	0
		Tom Carney	0	0	4	0	4
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	12	0	12
			0	0	1	0	1
	Metro B Desktop Support	Austin Farey	0	0	3	0	3
			0	0	0	0	0
		Bill Crowther	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Cindy Reed	0 0	0 0	2 0	0 0	2 0
		Jay Locker	0 0	0 0	6 1	0 0	6 1
		Kraig Ellis	0 0	0 0	3 0	0 0	3 0
		Mike Sine	0 0	0 0	1 1	0 0	1 1
		Mike Wilde	0 0	0 0	26 4	0 0	26 4
		Peter Musser	0 0	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	0 0	12 3	0 0	12 3
		Stephanie Young	0 0	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	0 0	60 9	0 0	60 9
	Metro B Help Desk	Gary Graham	0 0	0 0	2 2	0 0	2 2
		Todd Manning	0 0	0 0	2 2	0 0	2 2
		Val Shepherd	0 0	0 0	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	0 0	0 0	6 6	0 0	6 6
	Metro C Help Desk	Cindy Romrell	0 0	0 0	1 1	0 0	1 1

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	2	0	2
			0	0	2	0	2
	Metro D Help Desk	Doug Brown	0	0	2	0	2
			0	0	2	0	2
		John Robinson	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	3	0	3
	Network Operations	Brian Chatwin	0	0	4	0	4
			0	0	0	0	0
		Dave Bodily	0	0	3	0	3
			0	0	1	0	1
		Jared Elzinga	0	0	7	0	7
			0	0	1	0	1
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
	Operations Production Control	Jesse Fausett	0	0	2	0	2
			0	0	0	0	0
		Michael Ostrander	0	0	6	0	6
			0	0	0	0	0
		Assigned to Individual Total	0	0	25	0	25
			0	0	2	0	2
		Cal Brinton	0	0	9	0	9
			0	0	9	0	9
		Christie Burnham	0	1	72	0	73
			0	1	69	0	70

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Duane Hardy	0	0	28	0	28
			0	0	24	0	24
		<b>Assigned to Individual Total</b>	0	1	109	0	110
			0	1	102	0	103
	Rural Central Desktop Support	Gerald Adams	0	0	1	0	1
			0	0	1	0	1
		Jay Barfuss	0	0	1	0	1
			0	0	0	0	0
		Jeremy Standifird	0	0	13	0	13
			0	0	3	0	3
		Jessica Purcell	0	0	7	0	7
			0	0	6	0	6
		Paul Petersen	0	0	10	0	10
			0	0	0	0	0
		Robert Case	0	0	1	0	1
			0	0	1	0	1
		Rod Montoya	0	0	24	0	24
			0	0	24	0	24
		Ron LeBaron	0	0	2	0	2
			0	0	0	0	0
		Todd Hardy	0	0	6	0	6
			0	0	6	0	6
		Troy Morris	0	0	1	0	1
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	66	0	66
			0	0	42	0	42
	Rural North Desktop Support	Dane Smith	0	0	17	0	17
			0	0	7	0	7

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0	0 0	5 4	0 0	5 4
		Kim Ratushniak	0 0	0 0	27 26	0 0	27 26
		Neil Smedley	0 0	0 0	16 4	0 0	16 4
		Rodney Peterson	0 0	0 0	19 16	0 0	19 16
		Ruston McKay	0 0	0 0	43 43	0 0	43 43
		Ryan Casey	0 0	0 0	4 1	0 0	4 1
		Wayne Higgs	0 0	0 0	16 2	0 0	16 2
		<b>Assigned to Individual Total</b>	0 0	0 0	147 103	0 0	147 103
	Rural South Desktop Support	Dan Anthony	0 0	0 0	13 3	0 0	13 3
		Joel Finlinson	0 0	0 0	1 1	0 0	1 1
		Julie Christensen	0 0	0 0	1 1	0 0	1 1
		Lance Nay	0 0	0 0	20 18	0 0	20 18
		Lane Adams	0 0	0 0	8 0	0 0	8 0
		None	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0	0	9	0	9
			0	0	5	0	5
		Silas Aitchison	0	0	6	0	6
			0	0	4	0	4
		<b>Assigned to Individual Total</b>	0	0	59	0	59
			0	0	32	0	32
	Technical Lead/Project Manager	Danielle Hood	0	0	5	0	5
			0	0	0	0	0
		Dustin Crump	0	0	4	0	4
			0	0	0	0	0
		Ken Ainge	0	0	2	0	2
			0	0	0	0	0
		Martin Gonzalez	0	0	9	0	9
			0	0	9	0	9
	Voice Operations	Paul Lundell	0	0	6	0	6
			0	0	0	0	0
		Pete Freeman	0	1	0	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	26	0	27
			0	0	9	0	9
	Voice Operations	Gail Christiansen	0	0	12	0	12
			0	0	0	0	0
		James Gifford	0	0	3	0	3
			0	0	0	0	0
	Voice Operations	Julie Sabato	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Kelly Johnson	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Voice Operations	Leon Owen	0 0	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	8 5	3 0	13 5
		Assigned to Individual Total	1 0	1 0	28 5	3 0	33 5
	Voice/Data/WAN Services	Art Scott	0 0	0 0	3 0	0 0	3 0
		Spencer Blodgett	0 0	1 0	1 0	0 0	2 0
		Assigned to Individual Total	0 0	1 0	4 0	0 0	5 0
	Assigned Group Total		1 0	5 1	1,501 903	4 0	1,511 904
Customer Company Total			1 0	5 1	1,501 903	4 0	1,511 904

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## Workforce Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	2 0	1 0	3 0
		Chad Fowers	0 0	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	1 1	12 5	0 0	13 6
		Dustin Crump	0 0	0 0	7 2	0 0	7 2
		Ken Ainge	0 0	0 0	6 0	0 0	6 0
		Martin Gonzalez	0 0	0 0	8 4	0 0	8 4
		None	0 0	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	0 0	6 0	0 0	6 0
		Tony Larsen	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	1 1	45 13	1 0	47 14
		Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - APEX	Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	0 0	1 0	0 0	1 0
		Robert Love	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Application Support - CUBS	Rick Kowalczyk	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - IVR	Clay Peacock	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Application Support - MyCase	Ilya Oyzerskiy	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - Single Signon	Lori Newren	0	0	1	0	1
			0	0	0	0	0
	Assigned to Individual Total		0	0	1	0	1
			0	0	0	0	0
	Application Support - Thin Client	Janis Race-Bigelow	0	0	4	0	4
			0	0	4	0	4
	Assigned to Individual Total		0	0	4	0	4
			0	0	4	0	4
	Application Support - UWORKS	Eric Strong	0	0	9	0	9
			0	0	3	0	3
		Jeff Pryor	0	0	12	0	12
			0	0	6	0	6
	Application Support - Web Dev	Shane Otvos	0	0	33	0	33
			0	0	5	0	5
		Assigned to Individual Total	0	0	54	0	54
	Enterprise Security		0	0	14	0	14
		Dave Clark	0	0	2	0	2
			0	0	0	0	0
	Enterprise Security	Justin Miller	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
	Enterprise Security		0	0	0	0	0
		Bobette Phillips	0	0	1	0	1
			0	0	1	0	1
	Enterprise Security	Dan Cook	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
	Enterprise Security		0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
	Enterprise Security		0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
	Enterprise Security		0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Help Desk	Brenda Treadway	0 0	0 0	15 0	0 0	15 0
		Eileen Dubach	0 0	0 0	16 0	0 0	16 0
		James Stearns	0 0	0 0	13 0	0 0	13 0
		Julie VanBeekum	0 0	0 0	5 0	0 0	5 0
		Sarah Johnson	0 0	0 0	2 2	0 0	2 2
		Vicky Marrelli	0 0	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	0 0	62 2	0 0	62 2
	Metro A Desktop Support	Adam Staks	0 0	0 0	34 0	0 0	34 0
		Austin Schultz	0 0	0 0	3 0	0 0	3 0
		Eric A Sedgwick	0 0	0 0	24 0	0 0	24 0
		James Kammeyer	0 0	0 0	1 0	0 0	1 0
		Michael Barth	0 0	0 0	34 0	0 0	34 0
		Mike Beynon	0 0	0 0	8 0	0 0	8 0
		Robert Wall	0 0	0 0	24 2	0 0	24 2

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Rodney Austin	0 0	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	0 0	25 0	0 0	25 0
		<b>Assigned to Individual Total</b>	0 0	0 0	154 2	0 0	154 2
	Metro A Help Desk	Ed Conrad	0 0	0 0	232 1	0 0	232 1
		Edward Fortner	0 0	0 0	171 3	0 0	171 3
		Liz Evans	0 0	0 0	211 2	0 0	211 2
		<b>Assigned to Individual Total</b>	0 0	0 0	614 6	0 0	614 6
	Metro A Hosting	Keith Scholl	0 0	0 0	2 0	0 0	2 0
		Thomas P Jones	0 0	0 0	5 0	0 0	5 0
		Timothy Gendorf	0 0	0 0	1 0	0 0	1 0
		Tom Carney	0 0	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	0 0	12 0	0 0	12 0
	Metro B Desktop Support	Austin Farey	0 0	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Cindy Reed	0 0	0 0	2 0	0 0	2 0
		Jay Locker	0 0	0 0	6 0	0 0	6 0
		Kraig Ellis	0 0	0 0	3 0	0 0	3 0
		Mike Sine	0 0	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	0 0	26 1	0 0	26 1
		Peter Musser	0 0	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	0 0	12 0	0 0	12 0
		Stephanie Young	0 0	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	0 0	60 1	0 0	60 1
	Metro B Help Desk	Gary Graham	0 0	0 0	2 0	0 0	2 0
		Todd Manning	0 0	0 0	2 0	0 0	2 0
		Val Shepherd	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	6 0	0 0	6 0
	Metro C Help Desk	Cindy Romrell	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	2 0	0 0	2 0
	Metro D Help Desk	Doug Brown	0 0	0 0	2 0	0 0	2 0
		John Robinson	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	3 0	0 0	3 0
	Network Operations	Brian Chatwin	0 0	0 0	4 0	0 0	4 0
		Dave Bodily	0 0	0 0	3 0	0 0	3 0
		Jared Elzinga	0 0	0 0	7 0	0 0	7 0
		Jeff Reed	0 0	0 0	3 0	0 0	3 0
		Jesse Fausett	0 0	0 0	2 1	0 0	2 1
		Michael Ostrander	0 0	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	0 0	25 1	0 0	25 1
	Operations Production Control	Cal Brinton	0 0	0 0	9 0	0 0	9 0
		Christie Burnham	0 0	1 0	72 0	0 0	73 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	0 0	28 0	0 0	28 0
		<b>Assigned to Individual Total</b>	0 0	1 0	109 0	0 0	110 0
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	0 0	13 0	0 0	13 0
		Jessica Purcell	0 0	0 0	7 0	0 0	7 0
		Paul Petersen	0 0	0 0	10 1	0 0	10 1
		Robert Case	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	0 0	24 0	0 0	24 0
		Ron LeBaron	0 0	0 0	2 1	0 0	2 1
		Todd Hardy	0 0	0 0	6 0	0 0	6 0
		Troy Morris	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	66 2	0 0	66 2
	Rural North Desktop Support	Dane Smith	0 0	0 0	17 1	0 0	17 1

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0	0 0	5 0	0 0	5 0
		Kim Ratushniak	0 0	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	0 0	16 2	0 0	16 2
		Rodney Peterson	0 0	0 0	19 0	0 0	19 0
		Ruston McKay	0 0	0 0	43 0	0 0	43 0
		Ryan Casey	0 0	0 0	4 0	0 0	4 0
		Wayne Higgs	0 0	0 0	16 2	0 0	16 2
		<b>Assigned to Individual Total</b>	0 0	0 0	147 5	0 0	147 5
	Rural South Desktop Support	Dan Anthony	0 0	0 0	13 0	0 0	13 0
		Joel Finlinson	0 0	0 0	1 0	0 0	1 0
		Julie Christensen	0 0	0 0	1 0	0 0	1 0
		Lance Nay	0 0	0 0	20 0	0 0	20 0
		Lane Adams	0 0	0 0	8 0	0 0	8 0
		None	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	0 0	9 0	0 0	9 0
		Silas Aitchison	0 0	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	0 0	59 0	0 0	59 0
	Technical Lead/Project Manager	Danielle Hood	0 0	0 0	5 2	0 0	5 2
		Dustin Crump	0 0	0 0	4 2	0 0	4 2
		Ken Ainge	0 0	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	0 0	9 1	0 0	9 1
		Paul Lundell	0 0	0 0	6 3	0 0	6 3
		Pete Freeman	0 0	1 1	0 0	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	26 8	0 0	27 9
	Voice Operations	Gail Christiansen	0 0	0 0	12 0	0 0	12 0
		James Gifford	0 0	0 0	3 0	0 0	3 0
		Julie Sabato	0 0	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	0 0	2 0	0 0	2 0

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Voice Operations	Leon Owen	0 0	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	8 0	3 0	13 0
		Assigned to Individual Total	1 0	1 0	28 0	3 0	33 0
	Voice/Data/WAN Services	Art Scott	0 0	0 0	3 1	0 0	3 1
		Spencer Blodgett	0 0	1 0	1 1	0 0	2 1
		Assigned to Individual Total	0 0	1 0	4 2	0 0	5 2
	Assigned Group Total		1 0	5 2	1,501 62	4 0	1,511 64
Customer Company Total			1 0	5 2	1,501 62	4 0	1,511 64

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.  
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				
			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	0 0.00	2 0.03	1 0.00	3 0.02
		Chad Fowers	0 0.00	0 0.00	1 4.44	0 0.00	1 4.44
		Danielle Hood	0 0.00	1 3.27	12 13.49	0 0.00	13 12.70
		Dustin Crump	0 0.00	0 0.00	7 0.65	0 0.00	7 0.65
		Ken Ainge	0 0.00	0 0.00	6 0.30	0 0.00	6 0.30
		Martin Gonzalez	0 0.00	0 0.00	8 20.96	0 0.00	8 20.96
		None	0 0.00	0 0.00	1 0.06	0 0.00	1 0.06
		Terry Forsgren	0 0.00	0 0.00	6 0.49	0 0.00	6 0.49
		Tony Larsen	0 0.00	0 0.00	2 0.89	0 0.00	2 0.89
		Assigned to Individual Total	0 0.00	1 3.27	45 7.67	1 0.00	47 7.41

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - APEX	Dave Clark	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - CATS IV	Dawn Harris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Love	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	2 0.08	0 0.00	2 0.08
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.08	0 0.00	2 0.08
	Application Support - CUBS	Rick Kowalczyk	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 1.05	0 0.00	1 1.05
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 1.05	0 0.00	1 1.05
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	6 0.18	0 0.00	6 0.18

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0 0.00	0 0.00	6 0.18	0 0.00	6 0.18
	Application Support - Single Signon	Lori Newren	0 0.00	0 0.00	1 0.92	0 0.00	1 0.92
		Assigned to Individual Total	0 0.00	0 0.00	1 0.92	0 0.00	1 0.92
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	0 0.00	4 36.57	0 0.00	4 36.57
		Assigned to Individual Total	0 0.00	0 0.00	4 36.57	0 0.00	4 36.57
	Application Support - UWORKS	Eric Strong	0 0.00	0 0.00	9 1.20	0 0.00	9 1.20
		Jeff Pryor	0 0.00	0 0.00	12 1.68	0 0.00	12 1.68
		Shane Otvos	0 0.00	0 0.00	33 0.88	0 0.00	33 0.88
		Assigned to Individual Total	0 0.00	0 0.00	54 1.11	0 0.00	54 1.11
	Application Support - Web Dev	Dave Clark	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Justin Miller	0 0.00	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	0 0.00	3 0.09	0 0.00	3 0.09
	Enterprise Security	Bobette Phillips	0 0.00	0 0.00	1 43.15	0 0.00	1 43.15
		Dan Cook	0 0.00	0 0.00	2 0.04	0 0.00	2 0.04

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Enterprise Security	Assigned to Individual Total	0 0.00	0 0.00	3 14.41	0 0.00	3 14.41
	Help Desk	Brenda Treadway	0 0.00	0 0.00	15 0.04	0 0.00	15 0.04
		Eileen Dubach	0 0.00	0 0.00	16 0.07	0 0.00	16 0.07
		James Stearns	0 0.00	0 0.00	13 0.08	0 0.00	13 0.08
		Julie VanBeekum	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Sarah Johnson	0 0.00	0 0.00	2 86.68	0 0.00	2 86.68
		Vicky Marrelli	0 0.00	0 0.00	11 0.04	0 0.00	11 0.04
		Assigned to Individual Total	0 0.00	0 0.00	62 2.85	0 0.00	62 2.85
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	34 0.08	0 0.00	34 0.08
		Austin Schultz	0 0.00	0 0.00	3 0.06	0 0.00	3 0.06
		Eric A Sedgwick	0 0.00	0 0.00	24 0.05	0 0.00	24 0.05
		James Kammeyer	0 0.00	0 0.00	1 0.31	0 0.00	1 0.31
		Michael Barth	0 0.00	0 0.00	34 0.08	0 0.00	34 0.08
		Mike Beynon	0 0.00	0 0.00	8 0.16	0 0.00	8 0.16

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Robert Wall	0 0.00	0 0.00	24 0.39	0 0.00	24 0.39
		Rodney Austin	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tracy VanderVaart	0 0.00	0 0.00	25 0.07	0 0.00	25 0.07
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	154 0.13	0 0.00	154 0.13
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	232 0.03	0 0.00	232 0.03
		Edward Fortner	0 0.00	0 0.00	171 0.82	0 0.00	171 0.82
		Liz Evans	0 0.00	0 0.00	211 0.66	0 0.00	211 0.66
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	614 0.47	0 0.00	614 0.47
	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	2 0.09	0 0.00	2 0.09
		Thomas P Jones	0 0.00	0 0.00	5 0.17	0 0.00	5 0.17
		Timothy Gendorf	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tom Carney	0 0.00	0 0.00	4 0.05	0 0.00	4 0.05
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	12 0.10	0 0.00	12 0.10
	Metro B Desktop Support	Austin Farey	0 0.00	0 0.00	3 0.13	0 0.00	3 0.13

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Bill Crowther	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Cindy Reed	0 0.00	0 0.00	2 0.45	0 0.00	2 0.45
		Jay Locker	0 0.00	0 0.00	6 0.05	0 0.00	6 0.05
		Kraig Ellis	0 0.00	0 0.00	3 0.19	0 0.00	3 0.19
		Mike Sine	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
		Mike Wilde	0 0.00	0 0.00	26 0.16	0 0.00	26 0.16
		Peter Musser	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		Sean Chadbourne	0 0.00	0 0.00	12 0.14	0 0.00	12 0.14
		Stephanie Young	0 0.00	0 0.00	4 0.23	0 0.00	4 0.23
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	60 0.16	0 0.00	60 0.16
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Todd Manning	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		John Robinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Dave Bodily	0 0.00	0 0.00	3 0.09	0 0.00	3 0.09
		Jared Elzinga	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Jeff Reed	0 0.00	0 0.00	3 0.28	0 0.00	3 0.28
		Jesse Fausett	0 0.00	0 0.00	2 1.05	0 0.00	2 1.05
		Michael Ostrander	0 0.00	0 0.00	6 0.19	0 0.00	6 0.19
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	25 0.17	0 0.00	25 0.17
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	9 0.00	0 0.00	9 0.00

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Christie Burnham	0 0.00	1 0.00	72 0.02	0 0.00	73 0.02
		Duane Hardy	0 0.00	0 0.00	28 0.01	0 0.00	28 0.01
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	109 0.02	0 0.00	110 0.02
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	0 0.00	13 0.00	0 0.00	13 0.00
		Jessica Purcell	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Paul Petersen	0 0.00	0 0.00	10 0.21	0 0.00	10 0.21
		Robert Case	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	0 0.00	24 0.00	0 0.00	24 0.00
		Ron LeBaron	0 0.00	0 0.00	2 1.44	0 0.00	2 1.44
		Todd Hardy	0 0.00	0 0.00	6 0.03	0 0.00	6 0.03
		Troy Morris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	66 0.08	0 0.00	66 0.08

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	17 0.30	0 0.00	17 0.30
		Don Higgs	0 0.00	0 0.00	5 0.38	0 0.00	5 0.38
		Kim Ratushniak	0 0.00	0 0.00	27 0.04	0 0.00	27 0.04
		Neil Smedley	0 0.00	0 0.00	16 1.20	0 0.00	16 1.20
		Rodney Peterson	0 0.00	0 0.00	19 0.00	0 0.00	19 0.00
		Ruston McKay	0 0.00	0 0.00	43 0.02	0 0.00	43 0.02
		Ryan Casey	0 0.00	0 0.00	4 0.36	0 0.00	4 0.36
		Wayne Higgs	0 0.00	0 0.00	16 1.10	0 0.00	16 1.10
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	147 0.32	0 0.00	147 0.32
	Rural South Desktop Support	Dan Anthony	0 0.00	0 0.00	13 0.22	0 0.00	13 0.22
		Joel Finlinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie Christensen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	0 0.00	20 0.01	0 0.00	20 0.01
		Lane Adams	0 0.00	0 0.00	8 0.25	0 0.00	8 0.25

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Scott Jesienouski	0 0.00	0 0.00	9 0.04	0 0.00	9 0.04
		Silas Aitchison	0 0.00	0 0.00	6 0.11	0 0.00	6 0.11
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	59 0.10	0 0.00	59 0.10
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	5 13.07	0 0.00	5 13.07
		Dustin Crump	0 0.00	0 0.00	4 3.41	0 0.00	4 3.41
		Ken Ainge	0 0.00	0 0.00	2 0.18	0 0.00	2 0.18
		Martin Gonzalez	0 0.00	0 0.00	9 8.81	0 0.00	9 8.81
		Paul Lundell	0 0.00	0 0.00	6 5.26	0 0.00	6 5.26
		Pete Freeman	0 0.00	1 1.50	0 0.00	0 0.00	1 1.50
		<b>Assigned to Individual Total</b>	0 0.00	1 1.50	26 7.32	0 0.00	27 7.10
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	12 0.19	0 0.00	12 0.19
		James Gifford	0 0.00	0 0.00	3 0.08	0 0.00	3 0.08
		Julie Sabato	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Voice Operations	Kelly Johnson	0 0.00	0 0.00	2 0.21	0 0.00	2 0.21
		Leon Owen	0 0.00	0 0.00	2 0.66	0 0.00	2 0.66
		Romanza Hamblin Sorensen	1 0.00	1 0.14	8 0.17	3 0.12	13 0.14
		Assigned to Individual Total	1 0.00	1 0.14	28 0.20	3 0.12	33 0.19
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	3 2.13	0 0.00	3 2.13
		Spencer Blodgett	0 0.00	1 0.11	1 1.69	0 0.00	2 0.90
		Assigned to Individual Total	0 0.00	1 0.11	4 2.02	0 0.00	5 1.64
	Assigned Group Total		1 0.00	5 1.00	1,501 0.91	4 0.09	1,511 0.91
Customer Company Total			1 0.00	5 1.00	1,501 0.91	4 0.09	1,511 0.91

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	0 0	2 0	1 0	3 0
		Chad Fowers	0 0	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 1	12 9	0 0	13 10
		Dustin Crump	0 0	0 0	7 4	0 0	7 4
		Ken Ainge	0 0	0 0	6 1	0 0	6 1
		Martin Gonzalez	0 0	0 0	8 4	0 0	8 4
		None	0 0	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	0 0	6 0	0 0	6 0
		Tony Larsen	0 0	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	1 1	45 20	1 0	47 21
	Application Support - APEX	Dave Clark	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - APEX	Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	0 0	0 0	1 0	0 0	1 0
		Robert Love	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Application Support - CUBS	Rick Kowalczyk	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - IVR	Clay Peacock	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	0 0	6 1	0 0	6 1

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - Single Signon	Lori Newren	0	0	1	0	1
			0	0	0	0	0
	Assigned to Individual Total		0	0	1	0	1
			0	0	0	0	0
	Application Support - Thin Client	Janis Race-Bigelow	0	0	4	0	4
			0	0	4	0	4
	Assigned to Individual Total		0	0	4	0	4
			0	0	4	0	4
	Application Support - UWORKS	Eric Strong	0	0	9	0	9
			0	0	2	0	2
		Jeff Pryor	0	0	12	0	12
			0	0	2	0	2
	Shane Otvos		0	0	33	0	33
			0	0	3	0	3
	Assigned to Individual Total		0	0	54	0	54
			0	0	7	0	7
	Application Support - Web Dev	Dave Clark	0	0	2	0	2
			0	0	0	0	0
	Justin Miller		0	0	1	0	1
			0	0	0	0	0
	Assigned to Individual Total		0	0	3	0	3
			0	0	0	0	0
	Enterprise Security	Bobette Phillips	0	0	1	0	1
			0	0	1	0	1
	Dan Cook		0	0	2	0	2
			0	0	1	0	1
	Assigned to Individual Total		0	0	3	0	3
			0	0	2	0	2

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Help Desk	Brenda Treadway	0 0	0 0	15 0	0 0	15 0
		Eileen Dubach	0 0	0 0	16 1	0 0	16 1
		James Stearns	0 0	0 0	13 0	0 0	13 0
		Julie VanBeekum	0 0	0 0	5 0	0 0	5 0
		Sarah Johnson	0 0	0 0	2 2	0 0	2 2
		Vicky Marrelli	0 0	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	0 0	62 3	0 0	62 3
	Metro A Desktop Support	Adam Staks	0 0	0 0	34 0	0 0	34 0
		Austin Schultz	0 0	0 0	3 0	0 0	3 0
		Eric A Sedgwick	0 0	0 0	24 0	0 0	24 0
		James Kammeyer	0 0	0 0	1 0	0 0	1 0
		Michael Barth	0 0	0 0	34 0	0 0	34 0
		Mike Beynon	0 0	0 0	8 0	0 0	8 0
		Robert Wall	0 0	0 0	24 0	0 0	24 0

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Rodney Austin	0	0	1	0	1
			0	0	0	0	0
		Tracy VanderVaart	0	0	25	0	25
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	154	0	154
			0	0	0	0	0
	Metro A Help Desk	Ed Conrad	0	0	232	0	232
			0	0	2	0	2
		Edward Fortner	0	0	171	0	171
			0	0	2	0	2
	Metro A Hosting	Liz Evans	0	0	211	0	211
			0	0	4	0	4
		<b>Assigned to Individual Total</b>	0	0	614	0	614
			0	0	8	0	8
	Metro B Desktop Support	Keith Scholl	0	0	2	0	2
			0	0	0	0	0
		Thomas P Jones	0	0	5	0	5
			0	0	0	0	0
		Timothy Gendorf	0	0	1	0	1
			0	0	0	0	0
	Metro B Desktop Support	Tom Carney	0	0	4	0	4
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	12	0	12
			0	0	0	0	0
	Metro B Desktop Support	Austin Farey	0	0	3	0	3
			0	0	0	0	0
	Metro B Desktop Support	Bill Crowther	0	0	1	0	1
			0	0	0	0	0

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Cindy Reed	0 0	0 0	2 0	0 0	2 0
		Jay Locker	0 0	0 0	6 0	0 0	6 0
		Kraig Ellis	0 0	0 0	3 0	0 0	3 0
		Mike Sine	0 0	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	0 0	26 0	0 0	26 0
		Peter Musser	0 0	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	0 0	12 0	0 0	12 0
		Stephanie Young	0 0	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	0 0	60 0	0 0	60 0
	Metro B Help Desk	Gary Graham	0 0	0 0	2 0	0 0	2 0
		Todd Manning	0 0	0 0	2 0	0 0	2 0
		Val Shepherd	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	6 0	0 0	6 0
	Metro C Help Desk	Cindy Romrell	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	2	0	2
			0	0	0	0	0
	Metro D Help Desk	Doug Brown	0	0	2	0	2
			0	0	0	0	0
		John Robinson	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	0	0	0
	Network Operations	Brian Chatwin	0	0	4	0	4
			0	0	0	0	0
		Dave Bodily	0	0	3	0	3
			0	0	0	0	0
		Jared Elzinga	0	0	7	0	7
			0	0	0	0	0
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
	Operations Production Control	Jesse Fausett	0	0	2	0	2
			0	0	0	0	0
		Michael Ostrander	0	0	6	0	6
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	25	0	25
			0	0	0	0	0
		Cal Brinton	0	0	9	0	9
			0	0	0	0	0
		Christie Burnham	0	1	72	0	73
			0	0	0	0	0

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## Workforce Services

			Critical	High	Low	Medium	MR Total	
Workforce Services	Operations Production Control	Duane Hardy	0 0	0 0	28 0	0 0	28 0	
		Assigned to Individual Total	0 0	1 0	109 0	0 0	110 0	
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	1 0	0 0	1 0	
		Jay Barfuss	0 0	0 0	1 0	0 0	1 0	
		Jeremy Standifird	0 0	0 0	13 0	0 0	13 0	
		Jessica Purcell	0 0	0 0	7 0	0 0	7 0	
		Paul Petersen	0 0	0 0	10 0	0 0	10 0	
		Robert Case	0 0	0 0	1 0	0 0	1 0	
		Rod Montoya	0 0	0 0	24 0	0 0	24 0	
		Ron LeBaron	0 0	0 0	2 0	0 0	2 0	
		Todd Hardy	0 0	0 0	6 0	0 0	6 0	
		Troy Morris	0 0	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	0 0	66 0	0 0	66 0	
		Rural North Desktop Support	Dane Smith	0 0	0 0	17 0	0 0	17 0

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Don Higgs	0 0	0 0	5 0	0 0	5 0
		Kim Ratushniak	0 0	0 0	27 0	0 0	27 0
		Neil Smedley	0 0	0 0	16 1	0 0	16 1
		Rodney Peterson	0 0	0 0	19 0	0 0	19 0
		Ruston McKay	0 0	0 0	43 1	0 0	43 1
		Ryan Casey	0 0	0 0	4 0	0 0	4 0
		Wayne Higgs	0 0	0 0	16 1	0 0	16 1
		<b>Assigned to Individual Total</b>	0 0	0 0	147 3	0 0	147 3
	Rural South Desktop Support	Dan Anthony	0 0	0 0	13 0	0 0	13 0
		Joel Finlinson	0 0	0 0	1 0	0 0	1 0
		Julie Christensen	0 0	0 0	1 0	0 0	1 0
		Lance Nay	0 0	0 0	20 0	0 0	20 0
		Lane Adams	0 0	0 0	8 0	0 0	8 0
		None	0 0	0 0	1 0	0 0	1 0

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## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0	0	9	0	9
			0	0	1	0	1
		Silas Aitchison	0	0	6	0	6
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	59	0	59
			0	0	1	0	1
	Technical Lead/Project Manager	Danielle Hood	0	0	5	0	5
			0	0	3	0	3
		Dustin Crump	0	0	4	0	4
			0	0	3	0	3
		Ken Ainge	0	0	2	0	2
			0	0	0	0	0
		Martin Gonzalez	0	0	9	0	9
			0	0	6	0	6
	Voice Operations	Paul Lundell	0	0	6	0	6
			0	0	2	0	2
		Pete Freeman	0	1	0	0	1
			0	1	0	0	1
		<b>Assigned to Individual Total</b>	0	1	26	0	27
			0	1	14	0	15
	Voice Operations	Gail Christiansen	0	0	12	0	12
			0	0	0	0	0
		James Gifford	0	0	3	0	3
			0	0	0	0	0
	Voice Operations	Julie Sabato	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Kelly Johnson	0	0	2	0	2
			0	0	0	0	0

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Voice Operations	Leon Owen	0 0	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	1 0	1 0	8 0	3 0	13 0
		Assigned to Individual Total	1 0	1 0	28 0	3 0	33 0
	Voice/Data/WAN Services	Art Scott	0 0	0 0	3 1	0 0	3 1
		Spencer Blodgett	0 0	1 0	1 0	0 0	2 0
		Assigned to Individual Total	0 0	1 0	4 1	0 0	5 1
	Assigned Group Total		1 0	5 2	1,501 65	4 0	1,511 67
Customer Company Total			1 0	5 2	1,501 65	4 0	1,511 67

# Enterprise Incident Report December 2012

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## Workforce Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	0 0.00	2 0.62	1 0.00	3 0.41
		Chad Fowers	0 0.00	0 0.00	1 4.44	0 0.00	1 4.44
		Danielle Hood	0 0.00	1 3.85	12 27.74	0 0.00	13 25.90
		Dustin Crump	0 0.00	0 0.00	7 13.19	0 0.00	7 13.19
		Ken Ainge	0 0.00	0 0.00	6 3.45	0 0.00	6 3.45
		Martin Gonzalez	0 0.00	0 0.00	8 30.90	0 0.00	8 30.90
		None	0 0.00	0 0.00	1 0.06	0 0.00	1 0.06
		Terry Forsgren	0 0.00	0 0.00	6 1.22	0 0.00	6 1.22
		Tony Larsen	0 0.00	0 0.00	2 19.87	0 0.00	2 19.87
		Assigned to Individual Total	0 0.00	1 3.85	45 16.57	1 0.00	47 15.95

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - APEX	Dave Clark	0 0.00	0 0.00	1 0.87	0 0.00	1 0.87
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.87	0 0.00	1 0.87
	Application Support - CATS IV	Dawn Harris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Love	0 0.00	0 0.00	1 6.44	0 0.00	1 6.44
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 3.22	0 0.00	2 3.22
	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	2 0.30	0 0.00	2 0.30
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.30	0 0.00	2 0.30
	Application Support - CUBS	Rick Kowalczyk	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 1.05	0 0.00	1 1.05
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 1.05	0 0.00	1 1.05
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	6 1.71	0 0.00	6 1.71

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0 0.00	0 0.00	6 1.71	0 0.00	6 1.71
	Application Support - Single Signon	Lori Newren	0 0.00	0 0.00	1 1.87	0 0.00	1 1.87
		Assigned to Individual Total	0 0.00	0 0.00	1 1.87	0 0.00	1 1.87
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	0 0.00	4 37.86	0 0.00	4 37.86
		Assigned to Individual Total	0 0.00	0 0.00	4 37.86	0 0.00	4 37.86
	Application Support - UWORKS	Eric Strong	0 0.00	0 0.00	9 3.09	0 0.00	9 3.09
		Jeff Pryor	0 0.00	0 0.00	12 4.46	0 0.00	12 4.46
		Shane Otvos	0 0.00	0 0.00	33 2.19	0 0.00	33 2.19
		Assigned to Individual Total	0 0.00	0 0.00	54 2.85	0 0.00	54 2.85
	Application Support - Web Dev	Dave Clark	0 0.00	0 0.00	2 1.47	0 0.00	2 1.47
		Justin Miller	0 0.00	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	0 0.00	3 1.07	0 0.00	3 1.07
	Enterprise Security	Bobette Phillips	0 0.00	0 0.00	1 51.16	0 0.00	1 51.16
		Dan Cook	0 0.00	0 0.00	2 6.27	0 0.00	2 6.27

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Enterprise Security	Assigned to Individual Total	0 0.00	0 0.00	3 21.23	0 0.00	3 21.23
	Help Desk	Brenda Treadway	0 0.00	0 0.00	15 0.04	0 0.00	15 0.04
		Eileen Dubach	0 0.00	0 0.00	16 0.59	0 0.00	16 0.59
		James Stearns	0 0.00	0 0.00	13 0.08	0 0.00	13 0.08
		Julie VanBeekum	0 0.00	0 0.00	5 0.12	0 0.00	5 0.12
		Sarah Johnson	0 0.00	0 0.00	2 86.68	0 0.00	2 86.68
		Vicky Marrelli	0 0.00	0 0.00	11 0.24	0 0.00	11 0.24
		Assigned to Individual Total	0 0.00	0 0.00	62 3.03	0 0.00	62 3.03
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	34 0.23	0 0.00	34 0.23
		Austin Schultz	0 0.00	0 0.00	3 0.08	0 0.00	3 0.08
		Eric A Sedgwick	0 0.00	0 0.00	24 0.19	0 0.00	24 0.19
		James Kammeyer	0 0.00	0 0.00	1 0.31	0 0.00	1 0.31
		Michael Barth	0 0.00	0 0.00	34 0.16	0 0.00	34 0.16
		Mike Beynon	0 0.00	0 0.00	8 0.27	0 0.00	8 0.27

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Robert Wall	0 0.00	0 0.00	24 0.45	0 0.00	24 0.45
		Rodney Austin	0 0.00	0 0.00	1 0.67	0 0.00	1 0.67
		Tracy VanderVaart	0 0.00	0 0.00	25 0.17	0 0.00	25 0.17
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	154 0.23	0 0.00	154 0.23
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	232 0.36	0 0.00	232 0.36
		Edward Fortner	0 0.00	0 0.00	171 1.01	0 0.00	171 1.01
		Liz Evans	0 0.00	0 0.00	211 1.53	0 0.00	211 1.53
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	614 0.92	0 0.00	614 0.92
	Metro A Hosting	Keith Scholl	0 0.00	0 0.00	2 0.39	0 0.00	2 0.39
		Thomas P Jones	0 0.00	0 0.00	5 0.42	0 0.00	5 0.42
		Timothy Gendorf	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tom Carney	0 0.00	0 0.00	4 0.71	0 0.00	4 0.71
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	12 0.48	0 0.00	12 0.48
	Metro B Desktop Support	Austin Farey	0 0.00	0 0.00	3 1.64	0 0.00	3 1.64

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Bill Crowther	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35
		Cindy Reed	0 0.00	0 0.00	2 0.45	0 0.00	2 0.45
		Jay Locker	0 0.00	0 0.00	6 0.87	0 0.00	6 0.87
		Kraig Ellis	0 0.00	0 0.00	3 1.63	0 0.00	3 1.63
		Mike Sine	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
		Mike Wilde	0 0.00	0 0.00	26 0.93	0 0.00	26 0.93
		Peter Musser	0 0.00	0 0.00	2 1.51	0 0.00	2 1.51
		Sean Chadbourne	0 0.00	0 0.00	12 0.34	0 0.00	12 0.34
		Stephanie Young	0 0.00	0 0.00	4 0.81	0 0.00	4 0.81
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	60 0.85	0 0.00	60 0.85
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	2 0.13	0 0.00	2 0.13
		Todd Manning	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	6 0.04	0 0.00	6 0.04

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		John Robinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	4 1.93	0 0.00	4 1.93
		Dave Bodily	0 0.00	0 0.00	3 1.04	0 0.00	3 1.04
		Jared Elzinga	0 0.00	0 0.00	7 1.04	0 0.00	7 1.04
		Jeff Reed	0 0.00	0 0.00	3 2.54	0 0.00	3 2.54
		Jesse Fausett	0 0.00	0 0.00	2 1.68	0 0.00	2 1.68
		Michael Ostrander	0 0.00	0 0.00	6 0.73	0 0.00	6 0.73
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	25 1.34	0 0.00	25 1.34
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	9 0.00	0 0.00	9 0.00

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Christie Burnham	0 0.00	1 0.00	72 0.03	0 0.00	73 0.03
		Duane Hardy	0 0.00	0 0.00	28 0.09	0 0.00	28 0.09
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	109 0.04	0 0.00	110 0.04
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	1 1.58	0 0.00	1 1.58
		Jay Barfuss	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	0 0.00	13 0.99	0 0.00	13 0.99
		Jessica Purcell	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Paul Petersen	0 0.00	0 0.00	10 1.53	0 0.00	10 1.53
		Robert Case	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	0 0.00	24 0.11	0 0.00	24 0.11
		Ron LeBaron	0 0.00	0 0.00	2 1.47	0 0.00	2 1.47
		Todd Hardy	0 0.00	0 0.00	6 3.17	0 0.00	6 3.17
		Troy Morris	0 0.00	0 0.00	1 1.14	0 0.00	1 1.14
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	66 0.83	0 0.00	66 0.83

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	17 0.35	0 0.00	17 0.35
		Don Higgs	0 0.00	0 0.00	5 0.42	0 0.00	5 0.42
		Kim Ratushniak	0 0.00	0 0.00	27 0.08	0 0.00	27 0.08
		Neil Smedley	0 0.00	0 0.00	16 1.48	0 0.00	16 1.48
		Rodney Peterson	0 0.00	0 0.00	19 0.00	0 0.00	19 0.00
		Ruston McKay	0 0.00	0 0.00	43 0.47	0 0.00	43 0.47
		Ryan Casey	0 0.00	0 0.00	4 0.44	0 0.00	4 0.44
		Wayne Higgs	0 0.00	0 0.00	16 1.43	0 0.00	16 1.43
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	147 0.55	0 0.00	147 0.55
	Rural South Desktop Support	Dan Anthony	0 0.00	0 0.00	13 0.48	0 0.00	13 0.48
		Joel Finlinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie Christensen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	0 0.00	20 0.02	0 0.00	20 0.02
		Lane Adams	0 0.00	0 0.00	8 0.93	0 0.00	8 0.93

# Enterprise Incident Report December 2012

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	None	0 0.00	0 0.00	1	0 0.00	1
		Scott Jesienouski	0 0.00	0 0.00	9 0.93	0 0.00	9 0.93
		Silas Aitchison	0 0.00	0 0.00	6 0.19	0 0.00	6 0.19
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	59 0.41	0 0.00	59 0.41
	Technical Lead/Project Manager	Danielle Hood	0 0.00	0 0.00	5 20.54	0 0.00	5 20.54
		Dustin Crump	0 0.00	0 0.00	4 28.97	0 0.00	4 28.97
		Ken Ainge	0 0.00	0 0.00	2 0.57	0 0.00	2 0.57
		Martin Gonzalez	0 0.00	0 0.00	9 23.32	0 0.00	9 23.32
		Paul Lundell	0 0.00	0 0.00	6 7.86	0 0.00	6 7.86
		Pete Freeman	0 0.00	1 26.79	0 0.00	0 0.00	1 26.79
		<b>Assigned to Individual Total</b>	0 0.00	1 26.79	26 18.34	0 0.00	27 18.65
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	12 0.84	0 0.00	12 0.84
		James Gifford	0 0.00	0 0.00	3 0.47	0 0.00	3 0.47
		Julie Sabato	0 0.00	0 0.00	1 0.40	0 0.00	1 0.40

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## Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Voice Operations	Kelly Johnson	0 0.00	0 0.00	2 0.35	0 0.00	2 0.35
		Leon Owen	0 0.00	0 0.00	2 0.66	0 0.00	2 0.66
		Romanza Hamblin Sorensen	1 1.31	1 0.16	8 0.36	3 0.24	13 0.39
		Assigned to Individual Total	1 1.31	1 0.16	28 0.60	3 0.24	33 0.57
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	3 2.22	0 0.00	3 2.22
		Spencer Blodgett	0 0.00	1 0.12	1 1.69	0 0.00	2 0.91
		Assigned to Individual Total	0 0.00	1 0.12	4 2.09	0 0.00	5 1.70
	Assigned Group Total		1 1.31	5 6.18	1,501 1.83	4 0.18	1,511 1.84
Customer Company Total			1 1.31	5 6.18	1,501 1.83	4 0.18	1,511 1.84

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## Workforce Services

### Detail

<b>INC000000530405</b>	Kathryn Barrington Voice Operations	Telecom Gail Christiansen	Coverage Path Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.84
<b>INC000000586951</b>	Patricia Oneil-Smith Application Services	None Tony Larsen	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.78 32.59
<b>INC000000587623</b>	Brent Fife Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.71 2.71
<b>INC000000601089</b>	Joe Nahas Application Services	None Tony Larsen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 7.15
<b>INC000000603780</b>	Brent Newren Application Services	Mobile Devices Dustin Crump	None Workforce Services	iPhone Low	Closed	TIR Missed: Yes TTR Missed: No	1.72 5.42
<b>INC000000605090</b>	Eva Salazar Application Support - IVR	None Clay Peacock	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.05 1.05
<b>INC000000606469</b>	Jimmy Smith Technical Lead/Project Manager	None Danielle Hood	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	44.84 44.84
<b>INC000000606522</b>	Tiffany Turley Metro A Help Desk	Application Liz Evans	None Workforce Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	125.55 126.31
<b>INC000000606749</b>	Katie Helm Technical Lead/Project Manager	Application Martin Gonzalez	Error Workforce Services	Postini Low	Closed	TIR Missed: No TTR Missed: No	0.03 5.32
<b>INC000000606755</b>	Kaylee Ashdown Application Services	Application Dustin Crump	Error Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.46
<b>INC000000606822</b>	Tina Dunyon Enterprise Security	Application Bobette Phillips	None Workforce Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	43.15 51.16
<b>INC000000606964</b>	Patricia Swenson Application Services	None Dustin Crump	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 10.59
<b>INC000000607315</b>	Cindy Bertagnolli Application Services	None Danielle Hood	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.01 10.29
<b>INC000000607422</b>	Charisse Jeppsen Application Services	Application Martin Gonzalez	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.03 10.09
<b>INC000000607496</b>	Karen Hess Application Services	None Dustin Crump	None Workforce Services	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: No	2.77 2.77
<b>INC000000607519</b>	Mario Kljajo Technical Lead/Project Manager	Application Paul Lundell	Error Workforce Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	26.58 27.28

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## Workforce Services

<b>INC000000607605</b>	Nancy Gallegos	Application	None	Gmail		TIR Missed: Yes	1.21
	Technical Lead/Project Manager	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: Yes	10.67
<b>INC000000607824</b>	Lauri Green	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000607952</b>	Jerrold Penprase	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000608555</b>	Rachael Lancaster	Application	Error	Gmail		TIR Missed: Yes	3.26
	Technical Lead/Project Manager	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	3.26
<b>INC000000608572</b>	Shawna Gelhard	None	None	Gmail		TIR Missed: No	0.36
	Technical Lead/Project Manager	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000608620</b>	Terry Hansen	None	None	Gmail		TIR Missed: Yes	2.84
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	2.85
<b>INC000000608633</b>	LeAnn Hatfield	None	None	Gmail		TIR Missed: No	0.59
	Technical Lead/Project Manager	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000608797</b>	Karen Quackenbush	Application	None	Gmail		TIR Missed: Yes	3.84
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: Yes	7.73
<b>INC000000608813</b>	Karen Hess	None	None	None		TIR Missed: Yes	31.82
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Closed	TTR Missed: Yes	36.96
<b>INC000000609135</b>	Tiffany Whitney	None	None	None		TIR Missed: Yes	11.32
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	18.85
<b>INC000000609150</b>	Jody McMillan	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	48.88
<b>INC000000609439</b>	Laurel Morris	Application	Password	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000609698</b>	Lisa Thomas	Application	Error	Gmail		TIR Missed: No	0.06
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	15.36
<b>INC000000609875</b>	Deborah Hamlett	Application	Error	Gmail		TIR Missed: No	0.30
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	48.78
<b>INC000000609895</b>	Tricia Mecham	Application	Error	Gmail		TIR Missed: No	0.20
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	12.21
<b>INC000000610045</b>	Vanessa Washington	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	10.37
<b>INC000000610245</b>	My Tran	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	2.36

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## Workforce Services

<b>INC000000610990</b>	Linda Rothenberger	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	42.35
<b>INC000000611063</b>	Lisa Thomas	Application	Error	Gmail		TIR Missed: Yes	19.50
	Technical Lead/Project Manager	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	19.70
<b>INC000000611764</b>	Michael Nixon	None	None	None		TIR Missed: Yes	2.00
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	5.91
<b>INC000000612357</b>	Samantha Bowers	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612359</b>	Steve Leyba	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.71
<b>INC000000612555</b>	Darrin Nielsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.58
<b>INC000000612582</b>	Linda Rothenberger	None	None	None		TIR Missed: No	0.53
	Technical Lead/Project Manager	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	4.27
<b>INC000000612693</b>	Gail Reidling	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000612720</b>	Katherine Pace	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: Yes	116.32
<b>INC000000612789</b>	Cecilia Giron	None	None	None		TIR Missed: No	0.06
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.91
<b>INC000000612814</b>	Michael Nixon	None	None	None		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	2.04
<b>INC000000612837</b>	Michelle Bristol	Telecom	Call/Receive	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	4.84
<b>INC000000613452</b>	Grazyna Janeczko	None	None	Gmail		TIR Missed: Yes	61.32
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	61.32
<b>INC000000613527</b>	Brenda Pierce	Application	Error	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	37.19
<b>INC000000613659</b>	Cory Pearson	Application	None	Gmail		TIR Missed: Yes	8.81
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	72.87
<b>INC000000613999</b>	Tami Hoffman	None	None	Gmail		TIR Missed: No	0.08
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	3.91
<b>INC000000614009</b>	Marie Higgins	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	17.17

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## Workforce Services

<b>INC000000614111</b>	Joy Holfeltz	None	None	None		TIR Missed: Yes	4.70
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	4.70
<b>INC000000614615</b>	Debbie Sheldon	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.22
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000614617</b>	Kayleen Hansen	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000614744</b>	Gayle Gardner	Application	Error	Gmail		TIR Missed: Yes	90.07
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	90.07
<b>INC000000614834</b>	Vicki Giesler	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	56.86
<b>INC000000615091</b>	Denise Iverson	Application	None	Gmail		TIR Missed: Yes	25.38
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	25.76
<b>INC000000615262</b>	Claudio Arancibia	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	36.85
<b>INC000000615381</b>	Heather Sawley	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	55.11
<b>INC000000615402</b>	Derrek Child	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000615534</b>	Wendy Edwards	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000615578</b>	Stephanie Bourdeaux	Application	Reporting	Gmail		TIR Missed: Yes	83.29
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	83.29
<b>INC000000615635</b>	Brent Fife	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000615708</b>	Marie Higgins	None	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000615750</b>	Jennifer Orvin	None	None	Gmail		TIR Missed: Yes	67.29
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: Yes	67.29
<b>INC000000615788</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000615813</b>	Ashley Tolman	None	None	Gmail		TIR Missed: Yes	66.91
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: Yes	66.91
<b>INC000000616110</b>	Lucy Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.59
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	1.63

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## Workforce Services

<b>INC000000616164</b>	Tami Hoffman	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000616302</b>	Stephanie Bourdeaux	None	None	Gmail		TIR Missed: No	0.18
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000616310</b>	Benjamin Hart	Application	None	Gmail		TIR Missed: No	0.10
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000616542</b>	Dave Laycock	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	5.56
<b>INC000000616752</b>	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000617123</b>	Neil Rollins	Application	Error	Gmail		TIR Missed: No	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000617136</b>	Connie Dumas	Application	Error	Gmail		TIR Missed: Yes	4.86
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	4.89
<b>INC000000617154</b>	Sherry Tran	Application	Error	Gmail		TIR Missed: Yes	13.64
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: Yes	13.64
<b>INC000000617228</b>	Lindsey Mattinson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000617447</b>	Charles Amonett	Application	Error	Gmail		TIR Missed: Yes	10.37
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: Yes	10.37
<b>INC000000617481</b>	Kris Springer	PC/Laptop	Performance	None		TIR Missed: No	0.26
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000617553</b>	David Egan	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000617627</b>	Linn Gentry	Application	Error	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: Yes	7.25
<b>INC000000617776</b>	Noah Zemke	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000617830</b>	Emily Pilling	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.27
<b>INC000000617848</b>	Robyn Spongberg	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000617853</b>	Jill Black	None	None	None		TIR Missed: No	0.14
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.14

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## Workforce Services

<b>INC000000617866</b>	Fran Cannard	None	None	None		TIR Missed: Yes	39.17
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Closed	TTR Missed: Yes	39.17
<b>INC000000617869</b>	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000617874</b>	Ray Spray	Application	Error	Gmail		TIR Missed: No	0.35
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000617876</b>	Karin Allen	None	None	None		TIR Missed: Yes	2.38
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	2.38
<b>INC000000617917</b>	Valerie Argyle	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	0.97
<b>INC000000617989</b>	Michael Barrett	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000618046</b>	Garth Anderson	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000618156</b>	Annette Despain	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618168</b>	Clarence McBride	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618174</b>	Mary Ann Keefer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618184</b>	Karin Allen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618190</b>	Anne Gilbert	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000618192</b>	Emily Keller	None	None	Gmail		TIR Missed: No	0.00
	Enterprise Security	Dan Cook	Workforce Services	Low	Closed	TTR Missed: Yes	10.93
<b>INC000000618193</b>	Lorelei Church	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618196</b>	Maria Nak	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618197</b>	Norma Pech-Rousin	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618199</b>	Bryce Booth	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.08

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## Workforce Services

<b>INC000000618200</b>	June Conn-Solomon	Telecom	Dial Tone	Telephone		TIR Missed: No	0.11
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	High	Closed	TTR Missed: No	0.12
<b>INC000000618201</b>	Shannon Anderson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618203</b>	Valerie Martin	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000618204</b>	Helen Southworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618205</b>	Anita Kramer	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000618210</b>	Kent Naisbitt	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000618211</b>	Doug Larsen	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000618212</b>	Robert Noyes	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618213</b>	Siupeli Vainuku	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000618217</b>	Norma Pech-Rousin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618219</b>	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618220</b>	Laura Ramos	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618221</b>	Sophia Brooks	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618222</b>	Jan Hunt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618223</b>	Jarom Castleton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000618224</b>	Kathy Randle	None	None	Gmail		TIR Missed: No	0.55
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.55
<b>INC000000618227</b>	Clint Beebe	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000618234</b>	Carmen Bento	None	None	Gmail		TIR Missed: No	0.04
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000618235</b>	Giselle Jackson	None	None	None		TIR Missed: No	0.18
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000618236</b>	Tiffany Cruz	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000618240</b>	Rachele Donathan	None	None	ZENworks for Desktops		TIR Missed: No	0.82
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000618245</b>	Lonna G Wight	None	None	Gmail		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000618248</b>	Yalonda House	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000618251</b>	Thomas Petersen	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000618252</b>	Heather Payne	None	None	Gmail		TIR Missed: No	0.06
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000618254</b>	Kelly Green	Application	Error	Gmail		TIR Missed: No	0.73
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000618255</b>	Toni Jex	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000618256</b>	Suzie Yeates	None	None	Gmail		TIR Missed: No	0.05
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000618259</b>	Anna Larson	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000618260</b>	Timothy Budd	None	None	Gmail		TIR Missed: No	0.40
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000618263</b>	Lela King	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618265</b>	Angel Pickett	Application	Error	Gmail		TIR Missed: No	0.07
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000618266</b>	Tracie Spears	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000618268</b>	Jan Chumbley-Gardner	None	None	Gmail		TIR Missed: No	0.20
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.37

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## Workforce Services

<b>INC000000618269</b>	Cathy Anderson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.54
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.54
<b>INC000000618272</b>	Mary Martinez	Application	Error	Google Chrome	TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.11
<b>INC000000618273</b>	Steve Madigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000618276</b>	Kim Hathaway	None	None	None	TIR Missed: No	0.24
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.64
<b>INC000000618279</b>	Lynn Thomas	None	None	Gmail	TIR Missed: No	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.08
<b>INC000000618284</b>	Kathryn Barrington	Application	Error	ZENworks for Desktops	TIR Missed: No	0.43
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.43
<b>INC000000618287</b>	Yvonne Krause	Telecom	Call Management	Telephone	TIR Missed: No	0.16
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	0.45
<b>INC000000618292</b>	Sue Ann Heino	Application	Error	ZENworks for Desktops	TIR Missed: No	0.12
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.37
<b>INC000000618295</b>	Lara Rudloff	None	None	Gmail	TIR Missed: No	0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.16
<b>INC000000618303</b>	Marie Rice	None	None	Gmail	TIR Missed: No	0.02
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.15
<b>INC000000618304</b>	Veronica Wian	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000618308</b>	Alice Edman	None	None	Gmail	TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.04
<b>INC000000618310</b>	Steven Opager	None	None	Gmail	TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.07
<b>INC000000618312</b>	Sally J Critchlow	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000618319</b>	Samantha Bowers	Application	Reporting	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000618322</b>	David Fleischer	None	None	None	TIR Missed: No	0.23
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.23
<b>INC000000618329</b>	Margie Mohler	None	None	None	TIR Missed: No	0.84
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.84

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## Workforce Services

<b>INC000000618330</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618334</b>	Lisa Osborn	None	None	Gmail		TIR Missed: No	0.37
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000618337</b>	Kim Ellsworth	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000618341</b>	Kasia Tuaitanu	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000618345</b>	Clarence McBride	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000618357</b>	Janet Beasley	None	None	Gmail		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000618359</b>	Kelly Farley	None	None	Gmail		TIR Missed: No	0.02
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000618362</b>	Charles Amonett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618367</b>	Mary Silva	None	None	Gmail		TIR Missed: No	0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000618369</b>	Brett McEachern	None	None	Gmail		TIR Missed: No	0.15
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000618371</b>	Laurina Schouten	None	None	Gmail		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000618377</b>	Jeremy Henson	Application	Error	Gmail		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000618378</b>	Connie Perez	Application	Error	Gmail		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000618381</b>	Laurie Wittwer	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618382</b>	Tammy M Cole	Application	Error	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000618399</b>	Dave Herrera	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618403</b>	Brook Mecham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000618406</b>	John Olson	Application	None	Internet Explorer		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000618412</b>	Cory Pearson	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618416</b>	Norma Pech-Rousin	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618417</b>	Heather Sawley	None	None	None		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000618428</b>	Chad Charlesworth	None	None	None		TIR Missed: Yes	4.44
	Application Services	Chad Fowers	Workforce Services	Low	Closed	TTR Missed: No	4.44
<b>INC000000618431</b>	Lyn Frohlich	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618434</b>	Becky Thacker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618437</b>	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618444</b>	Jason Teuscher	None	None	Gmail		TIR Missed: No	0.51
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000618445</b>	John Dietrich	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000618454</b>	Carina Larson	None	None	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000618457</b>	Shauna Vigil	None	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	None	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618459</b>	Twila Anderson	None	None	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000618464</b>	Shelley Esplin	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618469</b>	Allen Penrod	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000618472</b>	Merrill Black	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.29
<b>INC000000618479</b>	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.22

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## Workforce Services

<b>INC000000618482</b>	Alyssia Minaya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618483</b>	Tellina Zavala	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000618507</b>	Robyn Spongberg	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618509</b>	Anita Kramer	None	None	Gmail		TIR Missed: No	0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000618510</b>	Irina Pierpont	Application	Error	Gmail		TIR Missed: No	0.11
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000618521</b>	Sara Hudgins	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618531</b>	Nobilee Hutchinson	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618536</b>	John Dietrich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618545</b>	Stephanie Bourdeaux	Application	None	State Online Training Application		TIR Missed: No	0.36
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000618570</b>	Marion Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618581</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618583</b>	Matthew Weeks	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000618585</b>	Faye Hubbard	None	None	Gmail		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000618586</b>	Chris Kunej	None	None	Gmail		TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000618611</b>	Lisa Arnold	None	None	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000618613</b>	Wendy Meyer	None	None	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000618620</b>	Rachelle Brown	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.44

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## Workforce Services

<b>INC000000618624</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618630</b>	Janet Gale	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000618631</b>	Kim Hathaway	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000618632</b>	Susan Lambert	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000618640</b>	Jenny Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000618656</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000618667</b>	Lauri Green	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618668</b>	Mary Zorn	Application	Error	Gmail		TIR Missed: No	0.25
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000618680</b>	Karen Thomas	None	None	Gmail		TIR Missed: No	0.14
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000618681</b>	Janet Gale	Application	Error	None		TIR Missed: No	0.15
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000618689</b>	Ted Barley	None	None	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000618694</b>	Karen Ellsworth	None	None	None		TIR Missed: No	0.85
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000618697</b>	Dave Wright	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000618704</b>	Junie Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000618717</b>	Halima Hussein	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000618723</b>	Linda Wirtjes	None	None	None		TIR Missed: No	0.45
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000618725</b>	Carol Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15

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## Workforce Services

<b>INC000000618735</b>	Michael Hanley	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low	Closed	TTR Missed: No	4.89
<b>INC000000618741</b>	Irina Pierpont	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000618746</b>	Marge Rajski	Application	Error	Gmail		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000618747</b>	Brad Bonell	Application	Error	Gmail		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000618749</b>	Rosa Jimenez	Application	Error	Gmail		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000618754</b>	Lisa D Dowling	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000618756</b>	Gloria Archuletta	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.68
<b>INC000000618774</b>	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000618777</b>	Darlean Jensen	Telecom	IP	None		TIR Missed: No	0.03
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000618780</b>	Carina Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618788</b>	Steven Coray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.44
<b>INC000000618793</b>	Ray Spray	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000618805</b>	Michael Hanley	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000618818</b>	Jennifer Asplund	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000618826</b>	Tamera Kohler	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.83
<b>INC000000618828</b>	Darcy Osborn	Telecom	Hardware	Telephone		TIR Missed: No	0.33
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000618835</b>	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000618836</b>	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618837</b>	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618838</b>	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618839</b>	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618841</b>	Bret Lucas	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618844</b>	Angi Nielsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618847</b>	Jeanne McGavin	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618855</b>	Jared Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618856</b>	Ted Barley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618858</b>	Paul Birkbeck	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618863</b>	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618864</b>	Linda Ward	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618866</b>	Mary Roybal	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618867</b>	Timothy Holm	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618868</b>	Shallen Kimber	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618875</b>	Gary Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000618881</b>	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000618885</b>	Alana Boscan	Application	Error	Gmail		TIR Missed: No	0.27
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000618942</b>	Chris Gordon	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000618982</b>	Heather Sawley	None	None	None		TIR Missed: No	0.59
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000618996</b>	Andrea Sutton	None	None	Utah Works		TIR Missed: No	0.30
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.16
<b>INC000000619049</b>	Jacqueline Gene	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619050</b>	Siosiana Naupoto	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000619052</b>	Kent Naisbitt	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619058</b>	Sharon Peake	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619063</b>	Teresa Gonzales	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000619073</b>	Cindy Gillespie	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619075</b>	Margie Mohler	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619088</b>	Celia Ferrell	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619100</b>	Jacson Maughan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619111</b>	Danielle Deming	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619112</b>	Sylvia Weight	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619115</b>	Vicki Fenton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619119</b>	Ted Barley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000619125</b>	Penny Stevens	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619130</b>	David Bramble	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000619144</b>	Tricia Mecham	Application	None	Gmail		TIR Missed: No	0.31
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000619150</b>	Timothy Budd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619153</b>	Susan Weaver-Levelt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000619155</b>	Kasia Tuaitanu	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619161</b>	Stacie Tonks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619162</b>	Michele Cuburu	Application	Error	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000619173</b>	Lonna G Wight	Application	Error	Gmail		TIR Missed: No	0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000619182</b>	Pamela J Wilson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619185</b>	Kaylee Ashdown	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619189</b>	Kathy Koller	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000619205</b>	Jenny Jones	None	None	None		TIR Missed: No	0.45
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000619211</b>	Kristine Dalsing	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000619216</b>	Kefhab Adhikari	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000619236</b>	Annie Sampo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619242</b>	Leslie Henderson	Application	Error	Gmail		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16

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## Workforce Services

<b>INC000000619281</b>	Alison Beardall	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000619283</b>	Sheryl Featherstone	Application	Error	None		TIR Missed: No	0.35
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000619292</b>	Alyson Grant	Telecom	Dial Tone	Telephone		TIR Missed: No	0.03
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000619293</b>	Julianne Whitney	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000619294</b>	Mohamud Ahmed	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619297</b>	Robert Kelley	Application	None	Gmail		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000619326</b>	Vivian Olson	None	None	None		TIR Missed: No	0.81
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	1.20
<b>INC000000619343</b>	Stephanie Trappett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619372</b>	Jodie Gallegos	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619375</b>	Jill Mecham	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000619377</b>	Mary Gehman-Smith	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000619385</b>	Patrice West	None	None	None		TIR Missed: No	0.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000619386</b>	Debbie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619394</b>	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619430</b>	Carol Hansen	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.67
<b>INC000000619448</b>	Leslie Henderson	Application	None	Gmail		TIR Missed: Yes	60.80
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	60.80
<b>INC000000619460</b>	Mandy Blauer	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	0.38

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## Workforce Services

<b>INC000000619471</b>	Debra Nordfelt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619489</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000619496</b>	Brandi Gunnell	Telecom	None	None		TIR Missed: No	0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.87
<b>INC000000619509</b>	Mandy Blauer	None	None	None		TIR Missed: Yes	1.69
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	1.69
<b>INC000000619511</b>	Grant Johnson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.18
<b>INC000000619556</b>	Martha Mitchell	Application	Error	Gmail		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000619589</b>	Jocelyn Huish	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619590</b>	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619597</b>	Pam Malone	Application	Error	None		TIR Missed: No	0.10
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000619608</b>	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619642</b>	Chad Charlesworth	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000619659</b>	Hari Koirala	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000619665</b>	Grant Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619670</b>	Andrea Henderson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000619680</b>	Alyssa Maciejewski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000619685</b>	Pam Malone	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000619696</b>	Rebecca Farnsworth	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.10

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## Workforce Services

<b>INC000000619703</b>	Valerie Argyle	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000619727</b>	Milagros Santos	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000619742</b>	Neil Rollins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000619743</b>	Melissa Daymont	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.43
<b>INC000000619751</b>	Michael W Hansen	Application	Error	Gmail		TIR Missed: No	0.21
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000619788</b>	Joyce Henline	Application	Error	Gmail		TIR Missed: No	0.19
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000619801</b>	Tara Connolly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619813</b>	Scott Butterfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619836</b>	Katie Dietz	None	None	None		TIR Missed: No	0.50
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000619855</b>	Sheryl Featherstone	Application	Error	DWS Web		TIR Missed: No	0.34
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000619865</b>	Jamie Escobia	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000619892</b>	Chad Charlesworth	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619895</b>	Matt Garrett	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619898</b>	Matthew Jacobsen	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619900</b>	Debbie Olsen	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619903</b>	Carrie Peterson	Application	Reporting	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619945</b>	Mandy Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000619948</b>	Osman Ahmed	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619954</b>	Fran O'Hare	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619955</b>	Tim Early	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619957</b>	Jamie Ness	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619961</b>	Linn Gentry	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619974</b>	Gloria Priday	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619977</b>	Kathy Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619978</b>	Milenna Russell	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619985</b>	Debra Mace	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000619995</b>	Celia Ferrell	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000619997</b>	Carlos Arroyo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620005</b>	Sepa Taula	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000620015</b>	Dawn Nelson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000620018</b>	Issa Moursal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000620029</b>	Aaron Aders	Application	Error	Utah Works		TIR Missed: Yes	1.71
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.47
<b>INC000000620031</b>	Kathy Jensen	None	None	Gmail		TIR Missed: No	0.52
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000620033</b>	Michelle Wright	PC/Laptop	Error	Gmail		TIR Missed: No	0.41
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.41

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<b>INC000000620035</b>	David Egan	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low Closed	TTR Missed: No	0.50
<b>INC000000620036</b>	Celia Ferrell	None	None	None	TIR Missed: No	0.31
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.31
<b>INC000000620038</b>	Julie Aa Anderson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.77
<b>INC000000620044</b>	Martha Mitchell	PC/Laptop	Error	None	TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000620052</b>	Chris Kynaston	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620062</b>	Kathy Guymon	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.16
<b>INC000000620063</b>	Nancy Sanders	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low Closed	TTR Missed: No	0.35
<b>INC000000620076</b>	Jayne Kimmer	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620077</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620079</b>	Michael Dillingham	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.19
<b>INC000000620080</b>	Jim Mansfield	Application	None	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620081</b>	Connie I Fowler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620083</b>	Sharlene T Christensen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620085</b>	Nathan Dopp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620091</b>	Michael Ingleby	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low Closed	TTR Missed: No	1.94
<b>INC000000620093</b>	Diane Hunter	None	None	None	TIR Missed: No	0.12
	Metro A Hosting	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	1.58
<b>INC000000620095</b>	Mary Gehman-Smith	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Closed	TTR Missed: No	0.51

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## Workforce Services

<b>INC000000620098</b>	Chris Holman	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	0.72
<b>INC000000620103</b>	Dean Godfrey	None	None	Gmail	TIR Missed: No	0.07
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.31
<b>INC000000620104</b>	Andrea Brunyer	None	None	Gmail	TIR Missed: No	0.17
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000620113</b>	Bryan Kessinger	PC/Laptop	Hardware	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.14
<b>INC000000620117</b>	Tammy M Cole	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.20
<b>INC000000620123</b>	Barbara Croft	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000620127</b>	Juliana Smith	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.09
<b>INC000000620154</b>	Muris Prses	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.35
<b>INC000000620163</b>	Shantelle Roberts	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620188</b>	Mitchell Kamens	Application	Error	Gmail	TIR Missed: No	0.05
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.14
<b>INC000000620207</b>	Malida Stram	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.36
<b>INC000000620210</b>	Catherine Rolling	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000620225</b>	Pamela McIntyre	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low Closed	TTR Missed: No	0.12
<b>INC000000620237</b>	Michele Tuttle	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000620241</b>	Ulysses Tongaonevai	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.39
<b>INC000000620245</b>	Jennifer Cunningham	None	None	None	TIR Missed: No	0.82
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.83
<b>INC000000620249</b>	Amanda McPeck	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.07

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<b>INC000000620251</b>	Michele Tuttle	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000620261</b>	Heather Knowlton	None	None	None		TIR Missed: No	0.10
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000620263</b>	CindaLee Hall	None	None	None		TIR Missed: Yes	2.52
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	2.52
<b>INC000000620275</b>	Michael W Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000620279</b>	Jake Gaston	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620283</b>	Pamela Surakhun	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620286</b>	Kathryn Murdock	Network	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000620289</b>	Phay Panh	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000620298</b>	Sean Headden	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620304</b>	Erin North	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.99
<b>INC000000620335</b>	Adriana Morgan	Application	Error	Gmail		TIR Missed: No	0.58
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000620337</b>	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000620364</b>	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620369</b>	Lindsey Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620371</b>	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620394</b>	Wendy Burton	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	19.87
<b>INC000000620411</b>	Doug Miller	None	None	None		TIR Missed: Yes	3.49
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	3.49

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<b>INC000000620413</b>	Lant Olsen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.04
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000620414</b>	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620416</b>	Denice Springer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000620425</b>	Lori Fox-Bush	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000620437</b>	Molly Morehouse	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620448</b>	Luis Gatica	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.96
<b>INC000000620450</b>	Toni Sierra	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620452</b>	Jared Henricksen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.95
<b>INC000000620463</b>	Chelsea Vandenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620475</b>	Sonia Ayala	None	None	None		TIR Missed: Yes	2.67
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.68
<b>INC000000620501</b>	Joyce Burningham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620503</b>	Sherri Kirk	Application	Error	Gmail		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000620510</b>	Brad V Bailey	Application	Error	Gmail		TIR Missed: No	0.43
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000620539</b>	Sariah Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	1.58
<b>INC000000620540</b>	Darla Roberts	Application	Error	DWS Capture		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000620541</b>	Jacquelyn Harris	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000620543</b>	Jessica Staker	None	None	None		TIR Missed: Yes	65.46
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	65.51

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<b>INC000000620551</b>	Lora Rees	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000620584</b>	Cecilia Giron	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000620601</b>	Gloria Archuletta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620602</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620604</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620606</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620608</b>	Gene Applonie	None	None	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620610</b>	Shonie Barker	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620630</b>	Lauren Barker	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620636</b>	Darrin Jenson	Application	None	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620641</b>	Ryan C Johnson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620643</b>	Kimberly Washburn	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620645</b>	Carlina Cubias-Garcia	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620647</b>	Kimberly Washburn	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620648</b>	Steven Jenson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620649</b>	Shunda Pope	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620650</b>	Dirk Dopp	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000620651</b>	Lisa A Anderson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620653</b>	Melanie Barker	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620654</b>	Juri Strong	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620659</b>	Karen Shepherd	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620661</b>	Paula Story	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620715</b>	Shonie Barker	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620720</b>	Bryce Booth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620721</b>	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620736</b>	Cassy Hahn	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	28.29
<b>INC000000620737</b>	Joann Wetzel	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620745</b>	Norman Nakamura	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000620747</b>	Siupeli Vainuku	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620753</b>	James Mitchell	PC/Laptop	None	None		TIR Missed: No	0.13
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000620755</b>	Carolyn Parsons	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620759</b>	Monty Peart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000620774</b>	Lynda Bonner	None	None	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000620775</b>	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000620778</b>	Brenda Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620782</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000620783</b>	Randi Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000620787</b>	Carolyn Parsons	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000620791</b>	Patricia Torres	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620801</b>	Laurie Johnson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620807</b>	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620809</b>	Nan Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620821</b>	Tina Rincon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000620827</b>	Dustin Townsend	Application	Error	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000620831</b>	Rebecca D Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620834</b>	Randi Carter	Network	None	None		TIR Missed: No	0.41
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: Yes	6.72
<b>INC000000620839</b>	Linda Wallentine	None	None	Gmail		TIR Missed: No	0.15
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000620865</b>	Cassidy Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000620866</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.60
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000620879</b>	Leslie Shortt	PC/Laptop	Password	None		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000620885</b>	Toni Sierra	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.28

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## Workforce Services

<b>INC000000620891</b>	Robert Chambers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000620895</b>	Michele Tuttle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620899</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620902</b>	Susan Taggart	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000620931</b>	Kerrie Jensen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620937</b>	Susan Munk	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620939</b>	Susan Munk	Network	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620946</b>	Stacey Mendoza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620949</b>	Andrea McClure	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000620950</b>	Patrick Donegan	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000620962</b>	Kristi Beckstead	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000620967</b>	Grant Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000620999</b>	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621009</b>	Amanda McPeck	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000621014</b>	Bonnie Johnson	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000621024</b>	Erin Jones	PC/Laptop	Error	None		TIR Missed: No	0.34
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000621051</b>	Elaine Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000621053</b>	Happi Hansen	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000621068</b>	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621070</b>	Karen Ellsworth	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000621102</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621107</b>	Ayelen Butler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621113</b>	Tina Dunyon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621126</b>	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000621149</b>	Kathryn Murdock	Network	Error	None		TIR Missed: No	0.47
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000621170</b>	Tina Dunyon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621172</b>	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621174</b>	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000621177</b>	Paula Lange	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000621194</b>	Paul Fasig	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621197</b>	Dean Godfrey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621198</b>	Rebecca Williams	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000621205</b>	Benjamin Hart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621226</b>	Michelle W Christensen	None	None	None		TIR Missed: No	0.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.43

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## Workforce Services

<b>INC000000621250</b>	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000621255</b>	Jayne Kimber	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621272</b>	Jeremy Henson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621277</b>	Janet Jolley	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000621283</b>	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621290</b>	Jeff Webster	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000621297</b>	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621317</b>	Merrill Black	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000621319</b>	Vilma Flores	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621321</b>	Elizabeth Cheney	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621341</b>	Jaime Henriquez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621344</b>	Pat Palmieri	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621348</b>	Kathy Jensen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621374</b>	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621384</b>	Jared Chamberlain	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621403</b>	Cristina Hight	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000621421</b>	Sanjin Mackovic	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.75

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## Workforce Services

<b>INC000000621422</b>	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621423</b>	Brian Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621424</b>	Karen Ellsworth	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Closed	TTR Missed: No	0.00
<b>INC000000621426</b>	DeeAnn Shumway	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621427</b>	Cathleen McKenzie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621438</b>	Randi Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000621446</b>	Heather Payne	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621449</b>	Felicia Kinder	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000621453</b>	Rochele Jackson	None	None	None		TIR Missed: No	0.44
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000621463</b>	Colleen Fitzgerald	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000621479</b>	Cory Olson	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621481</b>	Tricia Mecham	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621483</b>	Trisha Singleton	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621487</b>	Lauryn Miller	Network	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621489</b>	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000621491</b>	Jacob Maxwell	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000621495</b>	Debbie Garretson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000621500</b>	Douglas Lee	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621507</b>	Jessica Balls	Application	Error	Gmail	TIR Missed: No	0.10
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000621529</b>	Rowena York	None	None	None	TIR Missed: Yes	3.66
Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.66
<b>INC000000621534</b>	Heather Simonson	None	None	None	TIR Missed: No	0.07
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000621544</b>	Lance Olsen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621546</b>	Carrie Tenifa	None	None	None	TIR Missed: No	0.09
Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	1.22
<b>INC000000621548</b>	Nan Powell	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621556</b>	Rod Jensen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.13
Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000621574</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621593</b>	Ann Stockham	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000621605</b>	Stephen Lisonbee	Application	None	Gmail	TIR Missed: Yes	96.24
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	96.24
<b>INC000000621606</b>	Dallin Rempp	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000621608</b>	Ruby Blank	None	None	Gmail	TIR Missed: No	0.13
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000621610</b>	Felicia Kinder	None	None	None	TIR Missed: No	0.27
Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000621628</b>	Laurie Johnson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621632</b>	Thomas Paul	None	None	None	TIR Missed: No	0.92
Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	1.87
<b>INC000000621645</b>	Ashley Tolman	Application	Error	None	TIR Missed: No	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20

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## Workforce Services

<b>INC000000621655</b>	Kaylene Whicker	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000621657</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621701</b>	Maryana Valles	Application	Error	None		TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000621708</b>	William Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621709</b>	Wendy Rosenthal	None	None	None		TIR Missed: No	0.39
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000621732</b>	Jerry Culwell	None	None	None		TIR Missed: No	0.96
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.98
<b>INC000000621738</b>	Maryana Valles	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621760</b>	Julie Aa Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621768</b>	Valerie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621781</b>	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621791</b>	Tene' Howell	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000621803</b>	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000621823</b>	Brenda Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000621828</b>	Gordon Snow	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621831</b>	Kurtis Wilcox	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621846</b>	John Shrum	Application	Error	None		TIR Missed: No	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000621847</b>	Mohamud Ahmed	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000621849</b>	Kathy Guymon	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621965</b>	Terry MacFarlane	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000621980</b>	Kristie Mikstas	Application	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000621984</b>	Bradley Stone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622016</b>	Carlos Arroyo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622017</b>	Seth Balls	Application	Password	Utah Master Directory		TIR Missed: No	0.32
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000622019</b>	JaNea Lund	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000622054</b>	Brenda Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000622056</b>	Chris Kunej	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622062</b>	Nora Olson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000622065</b>	Cynthia Lehnig	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000622073</b>	Joseph Mitchell	Application	Password	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000622082</b>	Joseph Mitchell	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000622085</b>	Brook Mecham	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000622095</b>	Paul Elliott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622097</b>	Darijana Kovacevic	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000622098</b>	Curt Stewart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12

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## Workforce Services

<b>INC000000622101</b>	Rachael Lancaster	PC/Laptop	Error	None		TIR Missed: No	0.03
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000622103</b>	Lani Nisbet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000622121</b>	Lori Groves	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000622130</b>	Marion Davis	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000622139</b>	Lonna G Wight	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000622142</b>	Lyndie Thornton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622151</b>	LeeAnn Glass	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000622157</b>	Karen Ellsworth	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Closed	TTR Missed: No	0.34
<b>INC000000622167</b>	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000622178</b>	Joseph Mitchell	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622203</b>	Sarka Dever	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	7.19
<b>INC000000622207</b>	Cathy Iriart	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622226</b>	Mary Ann Lawson	Telecom	None	None		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000622230</b>	Cesar Salazar	Application	Password	Content Manager		TIR Missed: No	0.35
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000622238</b>	Anne Vincent	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	3.31
<b>INC000000622257</b>	Sergio Bernabeu	Application	Error	None		TIR Missed: No	0.00
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000622261</b>	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000622279</b>	Natalie Lee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.48
<b>INC000000622326</b>	Matthew Stratton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000622345</b>	Teresa Gentry	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000622348</b>	Veronica Wian	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000622369</b>	Kevin O Olsen	None	None	None	TIR Missed: Yes	3.27
	Application Services	Danielle Hood	Workforce Services	High Closed	TTR Missed: Yes	3.85
<b>INC000000622380</b>	Carol Thornhill	None	None	Gmail	TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.19
<b>INC000000622400</b>	Alan Hansen	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.39
<b>INC000000622411</b>	Malida Stram	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.22
<b>INC000000622413</b>	Jacoy Richens	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000622418</b>	Milagros Santos	None	None	None	TIR Missed: No	0.09
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low Closed	TTR Missed: No	0.98
<b>INC000000622419</b>	Krzysztof Barchanski	None	None	None	TIR Missed: No	0.12
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: No	1.63
<b>INC000000622428</b>	Alyssa Maciejewski	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000622432</b>	Rowena York	Application	Error	Utah Works	TIR Missed: Yes	1.47
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: No	1.69
<b>INC000000622447</b>	Heather Loertscher	Application	Password	Action Request System	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000622456</b>	Jennifer Mattinson	None	None	None	TIR Missed: No	0.25
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000622458</b>	Cecilia Giron	None	None	None	TIR Missed: No	0.13
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Closed	TTR Missed: No	1.08
<b>INC000000622463</b>	Shawna Werner	None	None	None	TIR Missed: Yes	9.82
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: Yes	11.45

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## Workforce Services

<b>INC000000622468</b>	Lindsey Mattinson	None	None	None		TIR Missed: No	0.06
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000622469</b>	Michael Parker	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000622475</b>	Shawna Gelhard	Application	Error	Mycases		TIR Missed: No	0.33
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000622483</b>	Colleen Fitzgerald	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000622496</b>	Milenna Russell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622500</b>	Lois Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000622507</b>	Gregory Bates	None	None	None		TIR Missed: No	0.79
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000622516</b>	Milenna Russell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.52
<b>INC000000622522</b>	Kristin Hayward	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622527</b>	William Campbell	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622531</b>	LaDawn Rivera	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622533</b>	Mark Nicoll	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000622542</b>	Sylvia Garza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000622552</b>	Eileen Schroeder	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000622562</b>	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622581</b>	Ruby Blank	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: Yes	18.08
<b>INC000000622585</b>	Bryan Beckstrom	None	None	None		TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.68

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## Workforce Services

<b>INC000000622629</b>	Janet Howes	None	None	None		TIR Missed: No	0.08
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000622676</b>	Eileen Schroeder	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000622687</b>	Leland Begaye	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622693</b>	Alfredo Travassos Jr	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.40
<b>INC000000622695</b>	Michele White-Milgate	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622704</b>	Nique Frasier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622728</b>	Dorothy Williams	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000622744</b>	Joseph Mitchell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000622746</b>	Carmen Bento	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000622747</b>	Brittney Hemingway	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000622760</b>	Melinda Hawker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622761</b>	Phay Panh	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	26.45
<b>INC000000622767</b>	Kelly Spafford	Network	Performance	None		TIR Missed: Yes	2.10
	Network Operations	Jesse Fausett	Workforce Services	Low	Closed	TTR Missed: No	2.10
<b>INC000000622774</b>	Jessica Ankenbauer	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000622788</b>	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622796</b>	Linda Larsen	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000622800</b>	Marilu Uribe	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000622801</b>	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622803</b>	Greg Blue	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622806</b>	Terresa L Graham	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000622807</b>	Peggy Barton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622811</b>	Eileen Schroeder	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000622815</b>	Jolyn Bevan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000622819</b>	Eugenia Artamonova	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000622829</b>	Danielle Deming	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000622832</b>	Kathy Randle	None	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000622837</b>	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000622841</b>	Robyn Thomas	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000622850</b>	Lisa Weinmuller	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622866</b>	Lisa Osborn	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000622879</b>	Simone Ongoongotau	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000622885</b>	Leyla Escobar	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000622905</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000622920</b>	Jaynee Kimber	Application	None	Gmail		TIR Missed: Yes	78.98
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	78.98

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## Workforce Services

<b>INC000000622925</b>	Phay Panh	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000622929</b>	Felicia Kinder	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000622985</b>	Erin North	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000623004</b>	Melisa Stark	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623032</b>	Judy Kearns	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623034</b>	Michael Corbridge	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623037</b>	Natalie Lee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623049</b>	Nancy Robison	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623055</b>	Merrill Black	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	4.96
<b>INC000000623057</b>	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623069</b>	Natalie Lee	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000623072</b>	Amy Lowe	Application	Reporting	None		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000623075</b>	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.26
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000623079</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623081</b>	Lincoln Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623084</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623111</b>	Cathy Paiz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000623137</b>	Shauna Havey Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623143</b>	Bryan Kessinger Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Visio Professional 200 Low	TIR Missed: No Closed TTR Missed: No	0.00 0.05
<b>INC000000623152</b>	Dennis Broad Application Support - UWORKS	Application Shane Otvos	None Workforce Services	Utah Works Low	TIR Missed: No Closed TTR Missed: No	0.00 1.82
<b>INC000000623163</b>	Randilee Mcfarland Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No Closed TTR Missed: No	0.00 0.25
<b>INC000000623169</b>	Tammy M Cole Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623178</b>	Cristy Fielding Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.23
<b>INC000000623183</b>	Heather Loertscher Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Content Manager Low	TIR Missed: Yes Closed TTR Missed: No	1.66 1.66
<b>INC000000623187</b>	Chelsea Vandenberg Metro B Desktop Support	PC/Laptop Jay Locker	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 2.77
<b>INC000000623222</b>	Steven Coray Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623238</b>	Sheryl Nisely Rural South Desktop Support	Software Dan Anthony	Application Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.21 0.21
<b>INC000000623249</b>	Bonnie Johnson Metro A Desktop Support	None Eric A Sedgwick	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.15 0.15
<b>INC000000623259</b>	Michael Barrett Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.06 0.06
<b>INC000000623270</b>	Peggy Killian Rural South Desktop Support	Print/Copy/Scan/Fax Dan Anthony	Error Code Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623283</b>	Susan Kolthoff Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623290</b>	Susan Kolthoff Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000623292</b>	Douglas Lee Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No Closed TTR Missed: No	0.00 0.19
<b>INC000000623295</b>	Pamela J Wilson Rural North Desktop Support	None Dane Smith	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000623296</b>	Carie Burnham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623301</b>	Lisa Lynn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000623312</b>	Lonna G Wight	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000623322</b>	Milenna Russell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000623323</b>	Bart Benson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623343</b>	Shauna Lindblom	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000623344</b>	Kim ellsworth	Telecom	Voice Mail	Telephone		TIR Missed: No	0.25
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000623403</b>	Mary Sue McMillan-Wong	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000623415</b>	Laurie meriwether	None	None	None		TIR Missed: No	0.64
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000623421</b>	Paul Wright	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000623426</b>	Mele Vainuku	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000623429</b>	Sheryl Benton	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623434</b>	Dallen Adams	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623450</b>	James Jensen	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623462</b>	Sheryl Featherstone	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000623477</b>	Kimberly Reyburn	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000623479</b>	Wendy L Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000623485</b>	Shauna Heil	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000623491</b>	Lynn Purdin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000623494</b>	James Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000623501</b>	Gaylene Pebley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000623512</b>	Ron Dunn	None	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Robert Love	Workforce Services	Low	Closed	TTR Missed: Yes	6.44
<b>INC000000623523</b>	Marcie Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000623549</b>	Cynthia Barlow	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000623563</b>	Patricia Rose	Network	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000623582</b>	Amie Graff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000623613</b>	Faye Hubbard	Application	Error	Gmail		TIR Missed: No	0.23
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000623619</b>	Marles Oldroyd	Application	Error	Gmail		TIR Missed: Yes	6.83
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	6.83
<b>INC000000623624</b>	John Olson	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000623627</b>	J G Bronson	Application	Error	Utah Works		TIR Missed: No	0.42
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.64
<b>INC000000623649</b>	Elijah Lanza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623652</b>	Debra Nordfelt	Application	Error	Gmail		TIR Missed: No	0.37
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000623655</b>	Michael Corbridge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000623662</b>	William Campbell	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: Yes	6.33

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## Workforce Services

<b>INC000000623689</b>	Zachary Whitwell	Network	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.09
<b>INC000000623693</b>	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.60
<b>INC000000623712</b>	Carrie Peterson	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	7.89
<b>INC000000623728</b>	Donna Ferrozso	Application	Error	Gmail	TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000623730</b>	Kris Springer	Application	Reporting	None	TIR Missed: No	0.12
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.12
<b>INC000000623759</b>	Kathleen Haile	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623764</b>	Sonja Sheffer	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623767</b>	Mark Wimber	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623769</b>	Camie Galt	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623771</b>	Maugasola Tua	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623772</b>	Bradley Carroll	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623774</b>	Jennifer Doxey	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623775</b>	Lori Shook	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623776</b>	Diane Zylks	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623783</b>	Dorothy Hall	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000623784</b>	Jody McMillan	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.23
<b>INC000000623805</b>	Gloria Priday	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000623814</b>	Natalie Young	Application	Password	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.24
<b>INC000000623867</b>	Tim Early	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000623872</b>	Shontelle White	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623875</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623878</b>	Anthony Baker	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000623911</b>	Andrea Cervantes-Camero	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	2.11
<b>INC000000623955</b>	Denise Iverson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000623960</b>	Peggy Hammer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.07
<b>INC000000623963</b>	Andrea Cervantes-Camero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000623965</b>	Lois Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000623985</b>	Lori Groves	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000623986</b>	Lois Jones	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	1.61
<b>INC000000624016</b>	Andrea Sutton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624027</b>	Stacy Anderson	Application	Error	Microsoft PowerPoint		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624070</b>	John Olson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624085</b>	David Monge	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000624088</b>	Kristie Mikstas	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000624092</b>	Sally Egbert	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624102</b>	April Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
<b>INC000000624108</b>	Theresa Tann	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624113</b>	Jamie Ness	Application	Password	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624116</b>	Janet Howes	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624122</b>	Clarence McBride	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624125</b>	Nazanin Nourmohammadi	Application	None	Gmail	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624126</b>	Antonio Alconero	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624131</b>	Jaimie Druk	None	None	None	TIR Missed: No	0.00
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624135</b>	Dorothy Williams	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Hosting	Timothy Gendorf	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624156</b>	BK Keown	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624160</b>	Karen Ellsworth	Telecom	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Critical Closed	TTR Missed: No	1.31
<b>INC000000624162</b>	Lynda Jensen	Application	Password	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.33
<b>INC000000624168</b>	April Larsen	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.22
<b>INC000000624179</b>	Brian Peirce	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624181</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624190</b>	Cindy Gillespie	None	None	None	TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.26

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## Workforce Services

<b>INC000000624198</b>	Amber Jackson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624234</b>	Dallen Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624236</b>	Jodie Gallegos	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624238</b>	Heidi Lemon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000624242</b>	Thomas Ivory	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000624253</b>	Tricia Mecham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000624259</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624273</b>	Julie Aa Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624280</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624281</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624299</b>	Christine Mayne	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000624310</b>	Mark Schultz	None	None	None		TIR Missed: Yes	1.50
	Technical Lead/Project Manager	Pete Freeman	Workforce Services	High	Resolved	TTR Missed: Yes	26.79
<b>INC000000624317</b>	Michele Tuttle	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000624331</b>	Kathy Randle	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000624335</b>	Logan Ellsworth	Application	Error	Citrix ICA Client		TIR Missed: No	0.86
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000624342</b>	Leah Ly	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000624357</b>	Troy Evans	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04

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<b>INC000000624371</b>	Ashley Baker	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000624372</b>	Pattie Maw	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624374</b>	Benjamin R Patterson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624383</b>	Casey Maldonado	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.03
<b>INC000000624384</b>	J G Bronson	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.15
<b>INC000000624389</b>	Jilaun Perfetto	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624392</b>	Lyndie Thornton	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.24
<b>INC000000624395</b>	Melanie Nekola	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624403</b>	Dave Brown	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624406</b>	Jennika Sheldon	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624408</b>	William Campbell	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.24
<b>INC000000624410</b>	Trisha Singleton	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624411</b>	Kelly Farley	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624413</b>	Susan Pierson	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624418</b>	Nancy Durrant	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624419</b>	Melanie M Hales	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624421</b>	Courtney Marshall	Application	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000624424</b>	Lauryn Miller	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624427</b>	Heidi Lemon	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624431</b>	Nique Frasier	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624434</b>	Natalie Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624435</b>	Lonna G Wight	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000624445</b>	Michael Duckworth	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000624448</b>	Glenda Furlong	None	None	None		TIR Missed: Yes	1.98
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.98
<b>INC000000624488</b>	Tim Early	Application	Error	Utah Works		TIR Missed: Yes	4.10
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.22
<b>INC000000624491</b>	Tom Woodland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000624527</b>	Tammy Berrie	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000624540</b>	Meagan McDermaid	Application	Password	Utah Master Directory		TIR Missed: No	0.38
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	2.32
<b>INC000000624545</b>	Juliana Smith	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000624547</b>	Janet Jolley	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000624563</b>	Lara Rudloff	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000624564</b>	Sherry Bird	Application	Error	Gmail		TIR Missed: No	0.08
	Enterprise Security	Dan Cook	Workforce Services	Low	Closed	TTR Missed: No	1.62
<b>INC000000624583</b>	Keri Myers	None	None	None		TIR Missed: Yes	6.22
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: Yes	6.22
<b>INC000000624586</b>	Alyshia Jenkins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06

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<b>INC000000624618</b>	Jimie Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.33
<b>INC000000624651</b>	David Bramble	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.62
<b>INC000000624655</b>	Dana Knold	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.07
<b>INC000000624735</b>	Shirley Meyers	Application	Error	Computerized Unemployment B	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.30
<b>INC000000624737</b>	Ashley Baker	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624738</b>	Tracy Barrera	PC/Laptop	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.04
<b>INC000000624739</b>	David Moore	Application	Reporting	Novell Messenger	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624740</b>	Lisa Weinmuller	PC/Laptop	Hardware	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624741</b>	Rebecca Murdock	PC/Laptop	Error	None	TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low Closed	TTR Missed: No	0.15
<b>INC000000624742</b>	Debbi Warmus	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624743</b>	Mandy Blauer	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624745</b>	Julie Beagley	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	4.31
<b>INC000000624746</b>	Pam Larsen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624747</b>	Caralee C Crye	PC/Laptop	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000624748</b>	Lori Jacobazzi	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000624751</b>	Betty Betham	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.81
<b>INC000000624754</b>	Elizabeth Thorpe	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000624755</b>	Steffanie Hicks	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624757</b>	Marie De Vargas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	3.22
<b>INC000000624758</b>	Patsy Fraley	Application	Password	Utah Master Directory		TIR Missed: No	0.18
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000624759</b>	Leah Ly	PC/Laptop	Hardware	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000624760</b>	Maynee Vongphamany	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624763</b>	Cynthia Lehnig	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624764</b>	Jana Kano	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624765</b>	Theresa Tann	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624769</b>	Jenny Benson	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624771</b>	Terresa L Graham	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624774</b>	Victoria Solares	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000624775</b>	Nancy Nordlund	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	3.15
<b>INC000000624782</b>	Kevin Kehr	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000624786</b>	Stacy Stenovich	Application	Error	None		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000624789</b>	Kim Wilcox	Application	None	None		TIR Missed: No	0.07
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000624790</b>	Stacy Eastman	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	5.61
<b>INC000000624793</b>	Michele White-Milgate	PC/Laptop	Performance	Citrix ICA Client		TIR Missed: No	0.84
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	0.90

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## Workforce Services

<b>INC000000624806</b>	Tera Porter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000624809</b>	Mark Petrie	PC/Laptop	Error	None		TIR Missed: No	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000624817</b>	Michelle Bristol	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000624824</b>	Jeudi Chav	PC/Laptop	None	None		TIR Missed: No	0.35
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000624825</b>	Elizabeth Thorpe	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000624833</b>	Mary Ann Lawson	Application	Reporting	Utah Works		TIR Missed: Yes	3.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.26
<b>INC000000624835</b>	Tricia Fuhrman	PC/Laptop	Hardware	None		TIR Missed: No	0.21
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000624838</b>	Dawn Nelson	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000624842</b>	Sherry Bird	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000624857</b>	Gloria Jensen	Application	Error	Gmail		TIR Missed: No	0.32
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000624860</b>	Kathryn Grover	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624866</b>	Marion Eckersley	Application	Error	Gmail		TIR Missed: Yes	1.66
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	1.95
<b>INC000000624868</b>	Ioana Tooala	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624871</b>	Jason Allcott	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624873</b>	Courtney Rushton	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000624874</b>	Alexia Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000624883</b>	Kelly Green	Server	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.81

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## Workforce Services

<b>INC000000624885</b>	Lindsey Caffall-Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000624886</b>	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000624894</b>	Patrick Sandoval	PC/Laptop	Error	None		TIR Missed: No	0.26
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000624896</b>	Desiree Jones	Telecom	None	None		TIR Missed: No	0.23
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000624899</b>	Heidi Knopp	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000624903</b>	Stella Lenzen	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000624905</b>	Kelly Green	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	2.26
<b>INC000000624907</b>	Michael Hanley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000624918</b>	Leilani Palmer	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000624920</b>	Martin Palmer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000624922</b>	Linda Hansen	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000624926</b>	Susana Acero	PC/Laptop	Error	None		TIR Missed: No	0.12
	Technical Lead/Project Manager	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000624930</b>	Leilani Palmer	None	None	None		TIR Missed: No	0.24
	Technical Lead/Project Manager	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000624934</b>	Paula Tinoco	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000624939</b>	Alyssa Maciejewski	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000624942</b>	Frank Vega	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000624958</b>	Michelle Viertel	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.68

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## Workforce Services

<b>INC000000624962</b>	Michael Nixon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624963</b>	Liliana Lopez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000624965</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000624972</b>	Jason Allcott	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000624983</b>	Mark Petrie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000625003</b>	Jessica Staker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625005</b>	Jessica Staker	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000625007</b>	Susana Acero	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000625013</b>	Julie Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625027</b>	Kevin Burt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625032</b>	Lyle Higginson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.70
<b>INC000000625038</b>	Amber Jackson	Application	Error	None		TIR Missed: No	0.63
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000625049</b>	De Ette Richards	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625051</b>	Nan Powell	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625063</b>	Lisa Weinmuller	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625071</b>	Brenda Jensen	Telecom	None	None		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.44
<b>INC000000625076</b>	Elizabeth Thorpe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000625080</b>	Marie Higgins	None	None	None		TIR Missed: Yes	15.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	15.00
<b>INC000000625084</b>	Stacy Eastman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000625096</b>	Ioana Tooala	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000625100</b>	Cheree Holst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000625102</b>	Prasoon Choudhary	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000625106</b>	Paula Tinoco	Network	Error	None		TIR Missed: No	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000625110</b>	Agnes Lomu	None	None	None		TIR Missed: No	0.45
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000625114</b>	Maritza Rojas-Erickson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000625120</b>	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000625131</b>	Freddie Ann Stevenson	None	None	None		TIR Missed: No	0.14
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000625132</b>	Peggy Barton	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000625134</b>	Cheree Holst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625152</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625153</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625161</b>	Brittney M Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000625168</b>	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625174</b>	Tina Rincon	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000625177</b>	Connie I Fowler Rural North Desktop Support	Network Kim Ratuszniak	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625180</b>	Carrie Peterson Rural North Desktop Support	Application Kim Ratuszniak	Reporting Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625188</b>	Brian Thatcher Rural North Desktop Support	Network Kim Ratuszniak	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625189</b>	Faye Hubbard Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625191</b>	Cynthia Barlow Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625195</b>	Tawnia Page Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625198</b>	Betty Betham Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625203</b>	Yvette Woodland Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625204</b>	John Olson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625208</b>	Frank Vega Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625213</b>	Brian Smith Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625309</b>	Valerie Argyle Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625311</b>	Carrie Papworth Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625312</b>	Randi Carter Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625316</b>	Elizabeth Thorpe Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000625324</b>	Susan Taggart Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000625334</b>	Milton Olsen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000625342</b>	Dena Nelson	Application	Error	eFIND/eSHARE		TIR Missed: No	0.14
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000625345</b>	Randi Carter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625348</b>	Larry Sparks	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000625355</b>	Grant Johnson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625356</b>	Marianne Turner	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000625361</b>	Osman Ahmed	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625362</b>	JaNea Lund	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000625366</b>	Jeff Godfrey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625368</b>	Sarka Dever	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000625374</b>	Kathy Randle	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	3.88
<b>INC000000625376</b>	Sterling Bradshaw	PC/Laptop	None	None		TIR Missed: No	0.27
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000625379</b>	Gladis Acosta-gonzalez	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000625381</b>	George Aguilar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000625385</b>	Jim Mansfield	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625393</b>	Brodie Panter	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000625394</b>	Andrea McClure	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625401</b>	Cesar Salazar	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.26

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## Workforce Services

<b>INC000000625411</b>	Jane Randquist	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.02
<b>INC000000625428</b>	Andrea McClure	PC/Laptop	None	None	TIR Missed: No	0.22
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.34
<b>INC000000625431</b>	Stella Lenzen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.39
<b>INC000000625432</b>	De Ette Richards	Telecom	None	None	TIR Missed: No	0.52
	Voice Operations	Leon Owen	Workforce Services	Low Closed	TTR Missed: No	0.52
<b>INC000000625433</b>	Tim Olson	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.04
<b>INC000000625437</b>	Sumiko Anderson	Application	Password	Postini	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	31.48
<b>INC000000625438</b>	Marianne Turner	None	None	None	TIR Missed: No	0.95
	Application Services	Ken Ainge	Workforce Services	Low Closed	TTR Missed: No	1.36
<b>INC000000625444</b>	Natalie Young	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000625451</b>	De Ette Richards	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000625452</b>	Jane Randquist	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.03
<b>INC000000625457</b>	Norene Webster	Application	Error	Gmail	TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.90
<b>INC000000625461</b>	Ashley Baker	Application	Error	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.02
<b>INC000000625467</b>	Brenda Pierce	Application	Password	Utah Master Directory	TIR Missed: No	0.10
	Help Desk	Brenda Treadway	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000625469</b>	Veronica Palomino	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000625471</b>	Michele White-Milgate	PC/Laptop	Error	Citrix ICA Client	TIR Missed: No	1.00
	Application Services	Terry Forsgren	Workforce Services	Low Closed	TTR Missed: No	1.00
<b>INC000000625474</b>	Mike Cook	PC/Laptop	None	None	TIR Missed: No	0.33
	Application Services	Ken Ainge	Workforce Services	Low Closed	TTR Missed: No	0.33
<b>INC000000625477</b>	Janet Gale	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.07

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## Workforce Services

<b>INC000000625484</b>	Maynee Vongphamany	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625485</b>	Blaine Cook	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000625496</b>	Nicole Kerwood	PC/Laptop	Hardware	None	TIR Missed: No	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000625513</b>	Kathryn Grover	Application	None	Contributions Automated Tax Sy	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000625520</b>	Shasta Rebol	None	None	Citrix ICA Client	TIR Missed: No	0.03
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000625525</b>	Rhett Wilson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.12
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000625527</b>	Aida Moreno	PC/Laptop	Hardware	None	TIR Missed: No	0.28
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000625528</b>	Jennifer Domenici	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000625530</b>	Jennifer Domenici	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000625541</b>	George Aguilar	None	None	None	TIR Missed: No	0.38
Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000625546</b>	Veronica Palomino	PC/Laptop	Error	Citrix ICA Client	TIR Missed: No	0.24
Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000625556</b>	Claudio Arancibia	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000625571</b>	Vicki Giesler	None	None	None	TIR Missed: Yes	4.03
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	7.07
<b>INC000000625572</b>	Toni Sierra	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000625585</b>	Brenda Carranza-gonzalez	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000625589</b>	Cheree Holst	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000625597</b>	Seth Balls	None	None	None	TIR Missed: Yes	2.07
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.07

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## Workforce Services

<b>INC000000625625</b>	Chelsea Vandenberg Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Closed TTR Missed: No	0.00 0.16
<b>INC000000625626</b>	Patrea Faulkner Help Desk	Application Vicky Marrelli	Error Workforce Services	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625634</b>	Eva Salazar Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625639</b>	Kimberley Schmeling Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.01 0.01
<b>INC000000625640</b>	Bettina Smith Application Services	None Danielle Hood	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 5.43
<b>INC000000625644</b>	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625645</b>	Ryan Burton Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625657</b>	Cindy Adams Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625658</b>	Veronica Wian Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625666</b>	Jolene Bundy Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.14
<b>INC000000625679</b>	Mike Cook Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625689</b>	Janeal Dugmore Metro A Help Desk	Application Ed Conrad	None Workforce Services	Google Chrome Low	TIR Missed: No Closed TTR Missed: No	0.00 2.09
<b>INC000000625693</b>	Jennifer Cunningham Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.63
<b>INC000000625706</b>	Joy Majors Metro A Help Desk	Application Ed Conrad	None Workforce Services	Google Chrome Low	TIR Missed: No Closed TTR Missed: No	0.00 1.61
<b>INC000000625712</b>	Lindsey Caffall-Davis Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.10
<b>INC000000625717</b>	Dallen Adams Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
<b>INC000000625723</b>	Helen Thatcher Metro A Desktop Support	None Eric A Sedgwick	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000625737</b>	Jolene Bundy	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625739</b>	Leann Robinson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000625751</b>	Darrell Wilson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625759</b>	Tom Turley	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.08
<b>INC000000625763</b>	Sarah Tolbert	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.16
<b>INC000000625770</b>	Keith Frank	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	65.68
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low Resolved	TTR Missed: Yes	65.69
<b>INC000000625771</b>	Debra Warrington	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
<b>INC000000625778</b>	Hari Koirala	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000625780</b>	Brandi Gunnell	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000625788</b>	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625789</b>	Gladis Acosta-gonzalez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625794</b>	Denise Clark	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
<b>INC000000625806</b>	Annette Golom	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000625810</b>	Amy Larsen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	1.80
<b>INC000000625811</b>	Delana White	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625813</b>	Michele White-Milgate	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625815</b>	Hanh Nguyen	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.19

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## Workforce Services

<b>INC000000625834</b>	Gladis Acosta-gonzalez	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.02
<b>INC000000625854</b>	Marie Higgins	None	None	None	TIR Missed: No	0.76
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low Resolved	TTR Missed: No	1.02
<b>INC000000625860</b>	Karen Quackenbush	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.11
<b>INC000000625889</b>	Lauri Flores	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625892</b>	Lauri Flores	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low Resolved	TTR Missed: No	2.84
<b>INC000000625893</b>	Mohamud Ahmed	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.07
<b>INC000000625895</b>	Stella Lenzen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625919</b>	Brian Smith	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625950</b>	Nikki Holt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625955</b>	Nikki Holt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625957</b>	Frank Trivino	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625960</b>	Nikki Holt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000625978</b>	Paula Lange	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.21
<b>INC000000626005</b>	Marilu Uribe	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000626013</b>	Jana Kano	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000626020</b>	Thomas Vu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000626024</b>	Charleen Neff	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000626027</b>	Bradley Stone	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.37
<b>INC000000626030</b>	Andrew Elser	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626031</b>	Violet Tellez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626039</b>	Tamie Turcasso	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000626040</b>	Suellen Michel	Application	Password	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626043</b>	Gladis Acosta-gonzalez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626047</b>	Lauri Flores	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626058</b>	Bhushan Bharathan	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000626069</b>	David Brand	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000626072</b>	Brenda Carranza-gonzalez	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.56
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000626097</b>	Cheree Holst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626099</b>	Rosemary Burdette	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000626111</b>	Carmen Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626116</b>	Mike Cook	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626130</b>	Liz Lobato	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626143</b>	Stella Lenzen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626148</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000626150</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626151</b>	Penney Chipp	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626159</b>	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626187</b>	Rick Little	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed: No	0.00
<b>INC000000626202</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.06
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000626203</b>	Andrea McClure	PC/Laptop	Error	None		TIR Missed: No	0.16
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	2.02
<b>INC000000626206</b>	Neil Rollins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626215</b>	Ray Burningham	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000626225</b>	Brent Fife	Software	Application	None		TIR Missed: No	0.15
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000626226</b>	Brent Fife	Software	Application	None		TIR Missed: No	0.43
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.43
<b>INC000000626243</b>	Marie Higgins	None	None	None		TIR Missed: No	0.56
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000626250</b>	Felicia Kinder	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000626265</b>	Karen Ojeda	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000626268</b>	Becky Miller	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000626283</b>	Carrie Tenifa	Telecom	None	None		TIR Missed: No	0.85
	Network Operations	Jeff Reed	Workforce Services	Low	Resolved	TTR Missed: No	1.32
<b>INC000000626284</b>	Mike Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626286</b>	Mary Ann Keefer	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45

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## Workforce Services

<b>INC000000626292</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626322</b>	Reese Cooper	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000626323</b>	Christopher Harris	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000626327</b>	Sarah Pullman	Application	None	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.31
<b>INC000000626336</b>	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626338</b>	Shawna Werner	None	None	None		TIR Missed: No	0.77
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000626340</b>	Toni Sierra	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626358</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000626427</b>	Janice Bitsoie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626434</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626435</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626437</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626438</b>	Sisifo Taatiti	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000626442</b>	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626443</b>	Brian Thatcher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626465</b>	Becky Miller	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626490</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000626507</b>	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626509</b>	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626510</b>	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626514</b>	Shirley Hilton	None	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.17
<b>INC000000626517</b>	Noelle Bradford	None	None	None		TIR Missed: No	0.04
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000626523</b>	Mona Kadir	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000626524</b>	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626533</b>	Samantha Bowers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000626540</b>	Nobilee Hutchinson	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000626555</b>	Jill Black	None	None	None		TIR Missed: No	0.46
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.46
<b>INC000000626564</b>	Theresa Tann	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000626572</b>	Dorothy Williams	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000626581</b>	Cindy Adams	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: Yes	12.98
<b>INC000000626588</b>	Christopher Harris	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000626590</b>	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000626614</b>	Delma White	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000626630</b>	Peggy Hammer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.28

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## Workforce Services

<b>INC000000626654</b>	Quinn Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.68
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Resolved	TTR Missed: No	0.68
<b>INC000000626666</b>	Janeal Dugmore	None	None	Utah Works		TIR Missed: No	0.21
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000626673</b>	Kimm Gaillard	Application	Error	Utah Works		TIR Missed: No	0.32
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000626717</b>	Ying Huynh	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626731</b>	Cathy Swain	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626743</b>	Paula Rigby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626748</b>	Sheryl Benton	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626754</b>	Joanne Nunes	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626757</b>	Judy Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626760</b>	Steffanie Hicks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626763</b>	Kandi Kutkas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	3.70
<b>INC000000626776</b>	Michelle Bristol	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: No	2.30
<b>INC000000626810</b>	Kristi Lujan	None	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000626814</b>	Janean Justham	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000626828</b>	Shauna Morgan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626853</b>	Lisa D Dowling	None	None	None		TIR Missed: No	0.18
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000626891</b>	Melinda Adams	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17

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## Workforce Services

<b>INC000000626902</b>	Moriah Stucki	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000626913</b>	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626940</b>	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626942</b>	Mike Thomason	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626944</b>	Jacki Andrew	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	4.39
<b>INC000000626967</b>	Elijah Lanza	Application	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000626971</b>	Brian Smith	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000626972</b>	Rebecca Williams	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.25
<b>INC000000627005</b>	Alyson Grant	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000627012</b>	Melody Harkwright	None	None	None		TIR Missed: Yes	3.44
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	3.45
<b>INC000000627051</b>	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.88
<b>INC000000627053</b>	Lauri Flores	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627054</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627068</b>	Darci Burnett	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000627082</b>	Clarence McBride	Application	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000627093</b>	Wayne Brickey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627112</b>	Julia Story	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.20

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## Workforce Services

<b>INC000000627118</b>	Debbie Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627121</b>	Wayne Brickey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627122</b>	Tonette Shurtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627126</b>	Patricia Kamai	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627135</b>	Jennifer Buonocore	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.36
<b>INC000000627150</b>	Kandi Kutkas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	3.61
<b>INC000000627158</b>	Mary Gehman-Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000627178</b>	Kym Ney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627185</b>	Doug Lusty	PC/Laptop	Password	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627188</b>	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000627192</b>	Joseph Oneil	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000627193</b>	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627213</b>	Kenna Taylor	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000627219</b>	Melinda Adams	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low	Resolved	TTR Missed: No	1.40
<b>INC000000627228</b>	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627229</b>	Kym Ney	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627241</b>	Nayeli Stalling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.30

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## Workforce Services

<b>INC000000627263</b>	Judy Kearns	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627266</b>	Jill Black	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627270</b>	Dana Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627272</b>	Elijah Lanza	Application	None	None		TIR Missed: No	0.56
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	1.55
<b>INC000000627276</b>	Dana Knold	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000627278</b>	Eric Faulkner	Application	Error	Microsoft Office		TIR Missed: No	0.17
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000627298</b>	Kimberly Reyburn	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000627314</b>	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.64
<b>INC000000627333</b>	Karen Hess	None	None	None		TIR Missed: No	0.40
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.40
<b>INC000000627335</b>	Gerald Brown	Application	Error	Internet Explorer		TIR Missed: No	0.37
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.37
<b>INC000000627347</b>	Samuel Hendricksen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627374</b>	Melissa Romero-McKean	None	None	None		TIR Missed: Yes	4.46
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	4.48
<b>INC000000627384</b>	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000627394</b>	Kelly Faraone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627405</b>	Glenda Furlong	None	None	None		TIR Missed: No	0.18
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000627413</b>	Carrie Papworth	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000627420</b>	Rhonda Wilkinson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.09

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## Workforce Services

<b>INC000000627428</b>	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627441</b>	Jana Kano	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.53
<b>INC000000627442</b>	Carrie Papworth	None	None	None		TIR Missed: No	0.16
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000627443</b>	Michele Cuburu	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	1.14
<b>INC000000627454</b>	Lauri Flores	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000627460</b>	Siupeli Vainuku	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627461</b>	Brook Mecham	Application	Error	Utah Works		TIR Missed: Yes	6.36
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	6.36
<b>INC000000627463</b>	Lisa Osborn	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.74
<b>INC000000627472</b>	Jenny Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627478</b>	Cody Hansen	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000627485</b>	Chris Kamens	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000627493</b>	Stella Lenzen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000627505</b>	Lyle Higginson	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Resolved	TTR Missed: No	4.04
<b>INC000000627518</b>	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627520</b>	Jim Jensen	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000627524</b>	Janet Cole	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000627553</b>	Jim Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.10

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## Workforce Services

<b>INC000000627556</b>	Todd Bauerle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627560</b>	Leilani Palmer	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.39
<b>INC000000627561</b>	Marie Higgins	None	None	None		TIR Missed: Yes	1.15
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.17
<b>INC000000627566</b>	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: Yes	7.66
<b>INC000000627568</b>	Alyshia Jenkins	Application	Reporting	Microsoft Word		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000627582</b>	Jason Allcott	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000627591</b>	Gloria Priday	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000627682</b>	Amber Johnston	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000627685</b>	Karen Hess	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627687</b>	Brenda Carranza-gonzalez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627692</b>	Judianne Collins	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627695</b>	Michael Nixon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627699</b>	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627742</b>	Kaylee Ashdown	None	None	None		TIR Missed: Yes	1.01
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	3.58
<b>INC000000627747</b>	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000627776</b>	Rod Gordon	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627781</b>	Judy Kearns	None	None	None		TIR Missed: No	0.37
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.37

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## Workforce Services

<b>INC000000627786</b>	Gill Johns-Young	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000627793</b>	Nancy Robison	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000627807</b>	Shane Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627812</b>	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627833</b>	Chris Boyadjian	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627838</b>	Brittany Jones	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000627852</b>	Natalie Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627854</b>	Natalie Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627874</b>	Bryan Kessinger	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000627876</b>	Hari Koirala	Telecom	Call/Receive	Telephone		TIR Missed: No	0.80
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000627879</b>	Paul Ruth	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000627936</b>	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627940</b>	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627986</b>	Michelle Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627993</b>	Marilu Uribe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627996</b>	Carrie Tenifa	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627997</b>	Ashley Davis	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Medium	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000627998</b>	Rebecca Weston	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627999</b>	Debbi Warmus	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000628000</b>	Theresa Tann	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628001</b>	Debbie Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000628005</b>	Lisa Weinmuller	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000628008</b>	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628013</b>	Jamar Lee	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628021</b>	Cristy Fielding	None	None	None		TIR Missed: No	0.84
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.84
<b>INC000000628029</b>	Jenny Jones	None	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.63
<b>INC000000628040</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000628047</b>	Jennifer Mattinson	Application	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.85
<b>INC000000628058</b>	Lori Giacioletto	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628064</b>	Solomon Scheidell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628073</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628076</b>	Robin Herrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000628083</b>	Jason Tolbert	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000628093</b>	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09

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## Workforce Services

<b>INC000000628104</b>	Ali Rasheed	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000628119</b>	Theresa Chief Eagle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.40
<b>INC000000628149</b>	Shirley Hilton	None	None	None		TIR Missed: No	0.78
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000628150</b>	Shirley Hilton	None	None	None		TIR Missed: No	0.79
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.80
<b>INC000000628152</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628154</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628156</b>	Rachael Licciardone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000628159</b>	Nayeli Stalling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000628165</b>	Steve Madigan	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000628183</b>	Timothy Dye	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628198</b>	Darla Roberts	None	None	None		TIR Missed: No	0.46
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: Yes	8.02
<b>INC000000628213</b>	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628220</b>	Jimmy Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628222</b>	Rebecca Ntshalintshali	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628254</b>	Melanie Reese	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628255</b>	Chris Peterson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000628271</b>	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000628273</b>	Susan M White	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000628279</b>	Timothy Dye	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000628281</b>	Worthy Glover Jr	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628283</b>	Melissa Presley	None	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.93
<b>INC000000628286</b>	Jennifer Mattinson	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000628319</b>	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628335</b>	Amie Graff	Application	Password	None		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000628344</b>	Susan M White	Application	Password	None		TIR Missed: No	0.17
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000628346</b>	Brian Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000628347</b>	Art Cox	Application	Error	None		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000628351</b>	David Egan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628352</b>	Cindy Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628362</b>	Cheryl Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628363</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628365</b>	Brenda Martin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000628373</b>	Cheryl Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000628391</b>	Connie I Fowler	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000628394</b>	Eric Faulkner	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628395</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628503</b>	Anne Vincent	None	None	None		TIR Missed: No	0.92
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.92
<b>INC000000628527</b>	Barbara Bloomfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628563</b>	Jerry Pruitt	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628566</b>	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	1.20
<b>INC000000628569</b>	Barbara Bloomfield	PC/Laptop	Performance	None		TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.12
<b>INC000000628571</b>	Carmen Torres	None	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000628574</b>	Dixie Baughman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628575</b>	Suzie Yeates	None	None	None		TIR Missed: No	0.22
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.42
<b>INC000000628577</b>	Jake Gaston	None	None	None		TIR Missed: No	0.04
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Resolved	TTR Missed: No	0.82
<b>INC000000628586</b>	Jeremy Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000628600</b>	Ralph Laub	None	None	None		TIR Missed: No	0.11
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000628603</b>	Penney Chipp	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628607</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628651</b>	Julie Tuimauga	Telecom	Voice Mail	Telephone		TIR Missed: No	0.30
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000628652</b>	Anne Gilbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.46

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## Workforce Services

<b>INC000000628659</b>	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000628676</b>	Hari Koirala	Application	Error	None		TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	7.42
<b>INC000000628696</b>	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000628713</b>	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Resolved	TTR Missed: No	0.74
<b>INC000000628720</b>	Veronica Comandone	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000628721</b>	Elijah Lanza	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000628728</b>	Solomon Scheidell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000628748</b>	Jennifer Meyer-Smart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628830</b>	Valerie Argyle	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628843</b>	Alla Zilbershteyn	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	11.62
<b>INC000000628850</b>	Brad Kelstrom	PC/Laptop	Password	None		TIR Missed: No	0.06
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.90
<b>INC000000628866</b>	Bianca Glasker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628871</b>	Steven Coray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628877</b>	Michelle Hill	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.49
<b>INC000000628882</b>	Kenneth Martinez	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	3.49
<b>INC000000628888</b>	Danette Groesbeck	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628898</b>	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000628899</b>	Irene Fossat	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000628903</b>	Lidya Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628915</b>	Lisa Weinmuller	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	2.10
<b>INC000000628917</b>	Wendy Richards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000628918</b>	Angi Nielsen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628922</b>	Tiffany Chojnowski	Network	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	2.02
<b>INC000000628923</b>	Lindsey Caffall-Davis	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	2.04
<b>INC000000628924</b>	Tamra Tyler	None	None	None		TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Workforce Services	Low	Resolved	TTR Missed: No	1.26
<b>INC000000628926</b>	Paula Story	None	None	None		TIR Missed: No	0.13
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.87
<b>INC000000628927</b>	Jessica Staker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000628943</b>	Colleen Jamison	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000628954</b>	Jessica Staker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000628958</b>	Chelsea Vandenberg	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000628963</b>	Rosie Bills	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.07
<b>INC000000628975</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628977</b>	Thomas Paul	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.43
<b>INC000000628984</b>	Gloria Priday	None	None	None		TIR Missed: No	0.52
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.52

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## Workforce Services

<b>INC000000628990</b>	Janice Bitsoie	Application	Error	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	1.10
<b>INC000000628992</b>	Trudy Ellis	Application	Error	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	1.14
<b>INC000000629001</b>	Carrie Papworth	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	1.03
<b>INC000000629005</b>	Carrie Papworth	Network	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000629009</b>	Sumiko Anderson	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000629011</b>	Carolyn Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000629012</b>	Wendy Horne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.92
<b>INC000000629023</b>	Carolyn Christensen	None	None	Gmail		TIR Missed: No	0.11
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000629028</b>	Rebecca Ntshalintshali	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629048</b>	Sarka Dever	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000629056</b>	Georgina Bresnan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000629060</b>	Nicole Kerwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.68
<b>INC000000629062</b>	Colleen Jamison	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.45
<b>INC000000629071</b>	Linda Hansen	Network	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	3.37
<b>INC000000629074</b>	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.62
<b>INC000000629092</b>	Brenda Johnson	Telecom	None	None		TIR Missed: No	0.12
	Voice Operations	James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000629100</b>	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000629102</b>	David Egan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.57
<b>INC000000629105</b>	Colleen Jamison	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000629127</b>	Cindy Bertagnolli	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	3.29
<b>INC000000629151</b>	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000629153</b>	Dale Ownby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629164</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000629165</b>	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629166</b>	Alexia Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000629175</b>	Scott Butterfield	None	None	None		TIR Missed: Yes	9.62
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: Yes	9.63
<b>INC000000629205</b>	Felicia Kinder	None	None	None		TIR Missed: No	0.52
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	2.42
<b>INC000000629211</b>	Shelly Ivie	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629267</b>	DeAnn Caussyn	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.82
<b>INC000000629268</b>	Debbie Garretson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629276</b>	Paula Tinoco	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000629278</b>	Melauni Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629282</b>	Richard Moysh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000629283</b>	Leeann Madsen	Telecom	Feature	Telephone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000629284</b>	Noah Zemke	None	None	None		TIR Missed: Yes	3.71
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	3.71
<b>INC000000629285</b>	Lucy Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000629289</b>	Danette Groesbeck	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.58
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.78
<b>INC000000629291</b>	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629294</b>	Gloria Priday	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.51
<b>INC000000629303</b>	Brandon Street	Telecom	None	None		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	High	Resolved	TTR Missed: No	0.16
<b>INC000000629305</b>	Vickie Tiley	Telecom	None	None		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Resolved	TTR Missed: No	0.38
<b>INC000000629311</b>	Danielle Clark	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.94
<b>INC000000629312</b>	Chris Holman	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629316</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629320</b>	Janeal Dugmore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629329</b>	Colyn Kilmer	Network	Error	None		TIR Missed: No	0.19
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000629336</b>	Randi Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000629344</b>	Sharon Holmes	PC/Laptop	None	None		TIR Missed: No	0.09
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000629345</b>	Kyle Preston	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000629364</b>	Elijah Lanza	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.42
<b>INC000000629365</b>	Tammy M Cole	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02

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## Workforce Services

<b>INC000000629369</b>	Tammy M Cole	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000629373</b>	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629406</b>	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000629418</b>	Tera Porter	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000629425</b>	Steven L Rasmussen	None	None	None		TIR Missed: No	0.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000629449</b>	Katie Helm	Application	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000629472</b>	Kaylee Ashdown	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000629506</b>	Chris Holman	Application	Error	Content Manager - Centralized I		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.18
<b>INC000000629527</b>	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000629528</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.66
<b>INC000000629529</b>	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000629531</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000629549</b>	Debbie Sheldon	None	None	None		TIR Missed: No	0.20
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	1.40
<b>INC000000629551</b>	Monty Peart	Application	None	None		TIR Missed: No	0.16
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000629557</b>	Vickie Tiley	Telecom	Call Management	Telephone		TIR Missed: No	0.48
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.48
<b>INC000000629568</b>	Paula Story	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629579</b>	Kristi Manseau	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.11

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## Workforce Services

<b>INC000000629585</b>	Michelle Steele	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	4.74
<b>INC000000629592</b>	Amy Larsen	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.41
<b>INC000000629597</b>	Cindy Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629599</b>	Josh Mordecai	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000629602</b>	Kefhab Adhikari	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000629614</b>	Vilma Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629615</b>	Vilma Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629625</b>	CindaLee Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629629</b>	David Blackhurst	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000629648</b>	Kefhab Adhikari	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629677</b>	Rowena York	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629719</b>	Amber Jackson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.51
<b>INC000000629731</b>	Seth Whitmill	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000629738</b>	Osman Ahmed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629743</b>	Lucy Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000629751</b>	Molly Wengreen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629768</b>	Jana Kano	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06

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## Workforce Services

<b>INC000000629773</b>	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629775</b>	Molly Morehouse	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629788</b>	Cathy Iriart	Application	Password	Utah Master Directory	TIR Missed: No	0.73	
Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.73	
<b>INC000000629790</b>	Samantha Teh	None	None	None	TIR Missed: No	0.00	
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629802</b>	Connie Shearwood	None	None	None	TIR Missed: No	0.00	
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.30	
<b>INC000000629817</b>	Michelle Conley	None	None	None	TIR Missed: No	0.00	
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629831</b>	Edina Cesko-Wilson	None	None	None	TIR Missed: No	0.00	
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629832</b>	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629836</b>	Edina Cesko-Wilson	None	None	None	TIR Missed: No	0.00	
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629837</b>	Edina Cesko-Wilson	None	None	None	TIR Missed: No	0.00	
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629855</b>	Marie Rice	Application	Error	None	TIR Missed: No	0.00	
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000629864</b>	Valerie Olsen	None	None	None	TIR Missed: No	0.00	
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.52	
<b>INC000000629869</b>	Mardee Thompson	None	None	None	TIR Missed: No	0.00	
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.44	
<b>INC000000629872</b>	Richard Maners	None	None	None	TIR Missed: No	0.00	
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.40	
<b>INC000000629874</b>	Ron Hornsby	None	None	None	TIR Missed: No	0.00	
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.40	
<b>INC000000629883</b>	Melissa Beagley	Application	Error	Internet Explorer	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.32	
<b>INC000000629901</b>	Debbie Sheldon	None	None	None	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.81	

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## Workforce Services

<b>INC000000629907</b>	Rachel Gehring	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000629915</b>	Heather M Williams	Telecom	IP	Telephone		TIR Missed: No	0.05
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000629929</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629931</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629937</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629939</b>	Barbara Garcia	Telecom	Dial Tone	Telephone		TIR Missed: No	0.26
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	1.09
<b>INC000000629944</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629954</b>	John Pace	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.64
<b>INC000000629961</b>	Rosie Bills	PC/Laptop	None	Mycases		TIR Missed: No	0.00
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000629972</b>	Grant Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000629977</b>	BK Keown	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000629986</b>	Melauni Jensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000629991</b>	Barbara Garcia	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	0.89
<b>INC000000630003</b>	Janene Pearce	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630036</b>	Delana White	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.62
<b>INC000000630044</b>	Michael Hanley	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630065</b>	Brock Stenovich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000630068</b>	Devin Hill	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630152</b>	Michael Dillingham	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630154</b>	Heather Nordgren	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630158</b>	Janet Howes	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630160</b>	Adriana Morgan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630162</b>	Penney Chipp	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.20
<b>INC000000630173</b>	Joy Majors	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630185</b>	Cassandra Pickle	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.05
<b>INC000000630194</b>	Ray Spray	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630199</b>	Cassandra Pickle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630217</b>	Dean Dickerson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630218</b>	Jill Turner	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.24
<b>INC000000630230</b>	Gaylene Pebley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000630239</b>	Kiersten Nielsen	None	None	None	TIR Missed: Yes	1.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	1.44
<b>INC000000630245</b>	Annette Davis	Telecom	Voice Mail	Telephone	TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: No	0.39
<b>INC000000630267</b>	Kirsten Heaton	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.12
<b>INC000000630273</b>	Kirsten Heaton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.13

# Enterprise Incident Report December 2012

As of 1/2/2013

## Workforce Services

<b>INC000000630277</b>	Mark Erickson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000630278</b>	Sharon Holmes	PC/Laptop	None	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.99
<b>INC000000630284</b>	Bradley Carpenter	Application	None	Google Chrome		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000630299</b>	Anthony Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630321</b>	Cindy Bertagnolli	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000630325</b>	Claudio Arancibia	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000630340</b>	Tasiaefe Mapu-Sandoval	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000630341</b>	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630344</b>	Moriah Stucki	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.97
<b>INC000000630358</b>	Janet Cole	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.50
<b>INC000000630370</b>	Janet Cole	Application	None	None		TIR Missed: No	0.25
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.60
<b>INC000000630384</b>	Karin Allen	None	None	None		TIR Missed: No	0.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000630390</b>	Muris Prses	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630392</b>	Sandra Davis	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000630394</b>	Jean Fisher	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000630476</b>	Betty J Cox	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Resolved	TTR Missed: No	0.00